I7910
Payment Application
For Emergis
User Manual

ingenico

Merchant name:	**Password:**
Address:	**Target IP:**
	Port Number:
Merchant ID:	**Context ID:**
Terminal ID:	**Access Point Name:**
Terminal serial number:	
Printer serial number:	
Service Code:	
User Name:	

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Welcome

Welcome!

This Manual is a reference document aimed at retailers who want to operate the **I7910** loaded with the **Ingenico Payment Application**.

The I7910 is a secure hand-over long range radio frequency terminal for electronic transaction acceptance and processing.

The Payment Application is a state-of-the-art software application that provides menu-driven selection, debit and credit transaction processing, end-of-day settlement and several customizable features.

See the table of contents and Introduction (page 9) for more details.

We strive to provide a complete and helpful manual, but if you notice something that should be corrected, or if you would like to make any suggestions, please write or e-mail us at the address below. Include the following in your correspondence:

- The suggestion or correction
- The section name and page number
- Your manual release date: *April 4, 2007*
- The version of your application software (see page 19 on how to obtain the version number)

Please send your e-mail message or letter to:

Address:

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E-mail address:

helpdesk.ca@ingenico.com

Table of Contents

INTRODUCTION 9

FINDING INFORMATION 9

HELP DESK INFORMATION 9

SET-UP STEPS 10

CONFIGURATION 11

HARDWARE SET-UP 12

Terminal 12
Power Supply Connection 12
Battery 13
Maintenance and Operating Conditions 13
Terminal Cleaning 14
Replacing the Paper Roll 14
Replacing the Battery 15
Replacing the SIM Card 16
Keyboard 17
Data Entry Keys 17
Function Keys 18
Screen-addressable Function Keys 18
Special Key Sequences 19

SOFTWARE SET-UP 19

Start-up Messages 19
Change Password 20
Parameter Configuration 21
Terminal Initialization 23
Key Exchange 24
Password Control 25
Lock Terminal 26
Unlock Terminal 26
Backlight 27
Terminal Language – English or French 27
Printer and Receipt Configuration 28
Date and Time Display 30
Terminal Configuration List 31
Terminal Help List 33

FINANCIAL TRANSACTIONS 35

FEATURES 35

Starting a Sale or Pre-authorization from Idle Screen 35
Credit and Debit Cards 35
Refunds and Voids 35
Credit Forced Posts 35
Credit Pre-authorizations and Pre-authorization Completions 36
Card Entry 36
Security Check on Swiped Credit Cards 37
Manual Entry of Credit Cards 37
Cancelling a Transaction 37
Host Authorization, Approved and Declined Transactions 38

TRAINING BEFORE GOING LIVE 38

CREDIT TRANSACTIONS 40

Credit Sale *40*
Credit Sale Without Tip 40
Credit Sale With Tip 42
Credit Sale With Wireless Fee 44
Credit Refund *46*
Credit Sale Void *48*
Credit Refund Void *50*
Credit Forced Post *52*
Credit Pre-authorization *54*
Initial Credit Pre-authorization 54
Initial Credit Pre-authorization with Wireless Fee 56
Consecutive Credit Pre-authorization 58
Credit Pre-authorization Completion *60*
DEBIT TRANSACTIONS 62
Debit Sale *62*
Debit Sale Without Tip or Cashback 62
Debit Sale With Tip 64
Debit Sale With Cashback 66
Debit Refund *68*
Debit Sale Void *70*
Debit Refund Void *72*
BUSINESS FUNCTIONS 75
TRANSACTION INQUIRY 75
INCOMPLETE PRE-AUTHORIZATION INQUIRY 77
TERMINAL TOTALS 79
CLOSE BATCH 81
CLOSED TOTALS INQUIRY 82
HOST TOTALS INQUIRY 83
REPRINT LAST RECEIPT OR REPORT 84
ISSUES AND SOLUTIONS 85
FREQUENTLY ASKED QUESTIONS 85
TERMINAL ERROR MESSAGES 86
INDEX 89

Introduction

The User Manual is organized as follows:

- The table of contents;
- **Introduction** – this chapter;
- **Configuration** – new terminal configuration and its reconfiguration;
- **Financial Transactions** – the transaction flows and receipts;
- **Business Functions** – close batch performed at the end of a business day, transaction inquiry and batch totals;
- **Issues and Solutions** – issues and possible solutions together with terminal error messages;
- **Index** – alphabetic list of topics covered in the manual.

Finding Information

To locate a topic, try first the table of contents.

If you wish to know about a specific error message, try **Terminal Error Messages** (page 86).

If you do not have the exact text of the topic or error message, try the **Index** (page 89) for entries that are similar to the information you need.

Help Desk Information

Help Desk telephone number: Help Desk e-mail address:

Set-up Steps

To perform these steps:	...Refer to these titles:
1. Take the terminal and components out of the box. 2. Verify the items delivered: the installation guide (in the box) lists them.	**Terminal** on page 11
3. Ensure the terminal battery is fully charged.	**Battery** on page 13
3. Insert the Rogers SIM.	**Replacing the SIM Card** on page 16
4. Power up the terminal.	**Start-up Messages** on page 19
5. Change the default password (“123456”).	**Change Password** on page 19
6. Adjust date and time if not set to current date and time.	**Date and Time Display** on page 33
7. Enter the Ethernet parameters.	**Parameter Configuration** on page 21
8. Perform a parameter initialization with the host.	**Terminal Initialization** on page 27
9. Perform a key exchange if debit cards are to be accepted.	**Key Exchange** on page 28
10. Perform training transactions to understand how the terminal works.	**Training Before Going Live** on page 40
At this point, the terminal is ready to perform debit and credit transactions. You may further customize the terminal to your needs: continue with the following steps.	**Financial Transactions** on page 37
11. Define which options will have password control.	**Password Control** on page 28
12. Learn how to lock and unlock the terminal.	**Lock Terminal** on page 29 **Unlock Terminal** on page 29
13. Configure the other parameters.	**Other Configuration Parameters** on page 25
14. Print parameters and help lists (optional).	**Terminal Configuration List** on page 33 **Terminal Help List** on page 35
15. Configure the backlight (optional).	**Backlight** on page 30
16. Change the language for displays, receipts and reports (optional).	**Terminal Language – English or French** on page 30
17. Configure the printer and the receipts.	**Printer and Receipt Configuration** on page 31

Configuration

This chapter gives the steps to be followed from the moment you take the terminal out of the box until it is ready to perform financial transactions.

For the initial set-up, see the following titles:

- **Hardware Set-up** (page 12) – hardware description and installation;
- **Maintenance and Operating Conditions** (page 13) – terminal and base cleaning and paper roll replacement;
- **Change Password** (page 20);
- **Parameter Configuration** (page 21);
- **Terminal Initialization** (page 23);
- **Key Exchange** (page 24);

For the rest of the configuration and the configuration reports:

- **Password Control** (page 25) – sets up the options having password control;
- **Lock Terminal** (page 26);
- **Unlock Terminal** (page 26);
- **Backlight** (page 27);
- **Terminal Language – English or French** (page 27);
- **Printer and Receipt Configuration** (page 28);
- **Date and Time Display** (page 30);
- **Terminal Configuration List** (page 31);
- **Terminal Help List** (page 33).

As a last step before starting normal operation, see **Training Before Going Live** (page 38), the training mode.

Hardware Set-up

Terminal

I7910

Terminal components:

- *LCD display with backlight* – the liquid crystal display has a configurable backlight feature (see instructions on page 27);
- *Screen-addressable function keys* – these three function keys are located below the display and allow easy menu selection and screen navigation;
- *Keyboard* – the number keys are arranged in the same fashion as a telephone. Both number and letter entry can be enabled where required (see backlight instructions on page 27);
- *Bi-directional MSR* – the magnetic stripe reader allows card swipe in both directions. When the card is swiped, the magnetic stripe at the back of the card must face down and to the rear of the terminal;
- *Thermal printer* – the thermal printer is integrated to the terminal (see paper loading on page 14).

Power Supply Connection

Perform these steps to connect the power supply:

1. Connect the radial jack of the external power supply cable to the power supply connector of the i7910.
2. Connect the power supply to the cigarette lighter socket or to a wall electric socket.

You must use the power supply that comes with the terminal. Many power supplies appear similar and plug into the base unit but will not work properly, causing erratic behaviour or damaging the terminal or the base.

Battery

The i7910 comes with rechargeable lithium-ion battery. Only use the battery supplied with your terminal.

Make sure that i7910 is turned off and that power supply is disconnected before handling the battery pack. Do not touch the contacts on the battery pack or on the i7910.

Do not remove battery from i7910 unless installing or removing a SIM card.

Always charge the battery at temperatures between 0° and 45°C.

It is important to perform the full battery charge before using i7910 for the first time – charge the battery without interruptions until i7910 terminal indicates the end of charging process (no moving bars on the battery status icon).

The i7910 with a fully charged battery can perform up to 200 transactions (**depending of the ticket size, transaction duration, time between transactions and backlight usage**).

The battery status is updated on the i7910 display (the indicator depends of the application running on i7910):

1 bar represents 25 % of full capacity,

2 bars represent 50 % of full capacity,

3 bars represent 75 % of full capacity,

4 bars represent full capacity.

To prolong battery life:

- Avoid frequent full discharges. Shallow (partial) discharges and frequent charges are preferred. Full discharge and charge is recommended after every 30-40 short charge/discharge cycles.

- Protect batteries from high temperatures (for example, avoid leaving them in a vehicle on a hot summer day).

New batteries must have a complete charge before they are put in use.

Maintenance and Operating Conditions

Always use the system components within the specified conditions. Always use the correct supplies. Misuse of the system components or the use of incorrect supplies may result in equipment damage.

You can perform the maintenance described below on site:

- **Terminal Cleaning** (page 14);
- **Replacing the Paper Roll** (page 14);
- **Replacing the SIM Card** (page 16);
- **Replacing the Battery** (page 15).

For any other maintenance issue, call the Help Desk (see page 9).

The terminal is specified to operate under these conditions:

- *Temperature*: +5 to +40 degrees Celsius (+40 to +104 Fahrenheit)
- *Humidity*: 20% to 90% relative humidity, with no condensation

Do not spill liquids on the system components.

Terminal Cleaning

The i7910 must be off for all cleaning operations.

Do not clean the i7910 with water but with a dry or only slightly damp cloth. Do not use solvent, detergent or abrasive products.

If the terminal has battery charging problem, clean the contacts on the battery and on the terminal with a damp cloth. Do not scratch or scrape the surface of the contacts.

If the print quality deteriorates, clean the print head to remove accumulated paper dust. The print head must be cleaned with the terminal powered off, using ethanol applied on a lint-free cloth.

Be aware of the sharp paper cutter and hot printer parts. Ensure that the ethanol has completely evaporated before switching the terminal back on.

Do not use Isopropyl alcohol-based cleaning products.

Replacing the Paper Roll

The paper roll usually has a low paper warning. When a coloured stripe (usually red or green) appears on the receipts or reports, it is time to replace the paper roll:

1. Push the button on the paper compartment cover toward the back and lift the cover.
2. Remove the empty paper roll.
3. The end of the paper ribbon is usually glued to the rest of the new roll. Separate it so that it becomes loose.
4. Place the new paper roll into the compartment. The loose end of the paper roll should come from the lower side of the roll.
5. Close the cover, press it until it snaps.
6. Power up the unit and press the blue ‘Paper Feed’ key to verify the paper feeds properly.
7. Tear off the excess of paper coming out from the printer.

Always use thermal paper having these specifications:

- Single ply thermal sensitive – POS or facsimile grade
- *Basis Weight*:
  (lb/rm 17 ins. X 22 ins. – 500) --- 14.5 +/- 5%
  (GSM) --- 55% +/- 5%
- *Calliper*: 2.4 +/- 0.2 Mils or 60 +/- 5 Microns
- *Brightness*: Min. 85%
- *Smoothness* (Bekk Minimum): 300 s
- *Roll Width*: 2.25 +/- 0.020 in (58 mm +/- 0.5 mm)
- *Roll diameter*: 2.0 in (51 mm) maximum
- *Roll core ID*: 0.500 in (13 mm) nominal
- *Roll core OD*: 0.625 in (16 mm) nominal

For best performance, Ingenico recommends the following sources/brands:

- KANZALI P300
- APPLETON T1012A
- KOEHLER K55

When stored, thermal paper should not be exposed to:

- Vinyl, plastics, adhesives, shrink-wraps, wet-toner copies or certain carbon papers
- Office light, UV light
- High humidity (above 65% relative humidity)
- Temperatures above 25 degrees Celsius (72 degrees Fahrenheit)

Replacing the Battery

The terminal is automatically charged while it is connected to a power supply. If a high number of transactions are performed daily, you may need more than one battery for each terminal. During business hours, you will then replace the battery when its charge gets low.

Battery and Terminal

1. To replace the battery, turn the bottom of the terminal to you with the smart card reader facing down, as shown.
2. Press down the battery latch to release it. Remove the battery.

3. Take the new battery. Insert the two small teeth that come out from the lower part of the battery into the two notches near the lower part of the terminal.

4. Press the upper part of the new battery against the terminal until it clicks in its place. Ensure that the battery and the terminal are firmly attached.

Battery replacement guidelines:

- Replace the battery always with the model approved by the terminal manufacturer
- Dispose of used batteries according to the manufacturer's instructions

Battery security guidelines:

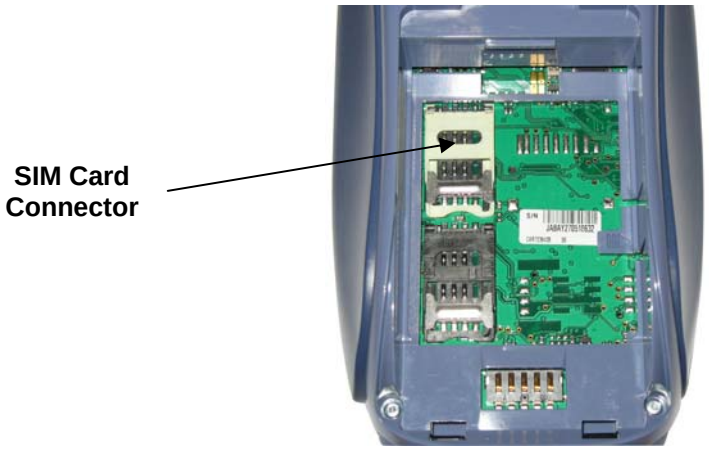
- Keep batteries out of reach of children. In case of ingestion, seek medical assistance immediately
- Do not try to recharge the battery by any other means than the terminal charging base
- Do not disassemble batteries
- Do not try to manipulate if the battery is leaking
- Do not heat or throw batteries in a fire
- Do not short-circuit batteries. Pay attention to positive and negative polarities
- Do not keep nickel metallic hydride (Ni-MH) batteries in an airtight box
- Do not close Ni-MH battery security valves (located under the positive poles)

Replacing the SIM Card

The SIM card is a small integrated circuit card that allows your terminal to access the mobile telecommunications network. Before the SIM card slot can be accessed, you need to remove the terminal battery.

Two card connectors are located under the battery. The SIM card connector is the white one.

Terminal with Battery Removed

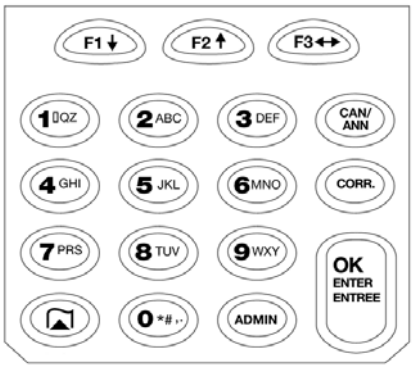


1. The SIM card is locked in its place by a small sliding metal bar. Using your nail, slide the metal bar upwards (open position) to release the SIM card case (notice the small arrows and the printed labels – **OPEN** and **LOCK**).
2. Turn the card case outwards around its hinges located on the upper side.

3. Remove the card if there is one.
4. Insert the new card. The card slides in between the metal bar and the plastic case. The golden metal electrical contacts on the card should face the terminal. The cut-out corner on the card is positioned at the lower right.
5. Press the case back to its position and bring the metal bar down to lock the case.
6. Slide the SIM card slot cover back to its place, closing the slot.
7. Reinsert the battery. Insert the two small teeth that come out from the lower part of the battery into the two notches near the lower part of the terminal.
8. Press the upper part of the battery against the terminal until it clicks in its place. Ensure that the battery and the terminal are firmly attached.

Keyboard

I7910 Keyboard



Data Entry Keys

Data Entry Key	Description
[1 QZ]	Number 1, space, and letters Q, Z.
[2 ABC]	Number 2 and letters A, B, C.
[3 DEF]	Number 3 and letters D, E, F.
[4 GHI]	Number 4 and letters G, H, I.
[5 JKL]	Number 5 and letters J, K, L.
[6 MNO]	Number 6 and letters M, N, O.
[7 PRS]	Number 7 and letters P, R, S.
[8 TUV]	Number 8 and letters T, U, V.
[9 WXY]	Number 9 and letters W, X, Y.
[0 * # , .]	Number 0 and the special characters “asterisk”, “pound sign”, “comma” and “period”.

The letters in the table above are used only for those terminal prompts where alphanumeric data entry is performed. You do this by using the **[ADMIN]** key together with the data entry keys. The following example shows how to enter the alphanumeric sequence "D1N33":

Key Pressed	Text Displayed	Description
	(Blank)	The initial display is empty in this example.
[3]	3	"3" is the digit key initially pressed when entering the letter D.
[ADMIN]	D	**[ADMIN]** displays the next letter in the sequence: D.
[1]	D1	
[6]	D16	"6" is the digit key initially pressed when entering the letter N.
[ADMIN]	D1M	**[ADMIN]** displays the next letter in the sequence: M.
[ADMIN]	D1N	**[ADMIN]** displays the next letter in the sequence: N.
[3]	D1N3	
[3]	D1N33	Data entry is complete: "D1N33".
[OK]	(Next prompt)	**[OK]** is pressed to accept data entry, taking the terminal to the next prompt.

Function Keys

Function Key	Description
[CAN/ANN]	The Cancel (red) key cancels the current transaction or function (see **Cancelling a Transaction,** page 37).
[CORR]	The Correction (yellow) key is used: • To correct an entry. It erases the last letter or number entered; • At certain prompts directed to the customer, the Correction key leads to the previous prompt, allowing the customer to correct a previous entry; • During PIN entry, the Correction key erases the customer PIN entirely or, if there is no PIN displayed, it leads the customer to the previous prompt.
[OK]	The OK (green) key is used to accept the information entered at a prompt or to confirm an option.
[ ]	The Paper Feed key advances the paper roll when at the idle screen.
[ADMIN]	When pressed at the idle screen, the Admin key leads to the administrative function menu. At prompts requiring entry of letters or special characters, this key switches between the letters/special characters available. See **Data Entry Keys** (page 17) for more.

Screen-addressable Function Keys

The terminal has three screen-addressable function keys located below the display. The application uses only the two side keys. The middle key is not used. Those keys are used to:

- Scroll up and down when menus are displayed (referred to as **[ ]** and **[ ]**);
- Select between two options displayed.

Whenever a screen-addressable function key is mentioned in the manual, the option or menu text is used to refer to the key, for example: "Select **[YES]** to enable tip entry or **[NO]** otherwise". In this example, the terminal displays YES on the left and NO on the right.

Special Key Sequences

The following key sequences, enabled at the idle screen, allow easy access to these options:

- *Help List* – by pressing **[ADMIN]** followed by **[0]**;
- *Change terminal Language* – by pressing **[ADMIN]** followed by **[1]**;
- *Reprint last receipt or report* – by pressing **[ADMIN]** followed by **[2]**;
- *Backlight* – by pressing **[ADMIN]** followed by **[3]**;
- *Date and time* – by pressing **[ADMIN]** followed by **[4]**.
- *Power Off Terminal* – by pressing **[ADMIN]** followed by **[9]**.

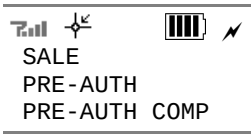
When the terminal is locked, print help list, change language, backlight and date can still be performed without entering the password.

Software Set-up

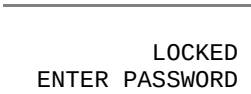
Start-up Messages

After pressing the OK key, the terminal displays several Operating System messages before displaying the application messages below.

I7910 PPPPP-VVVV	1. The application part and version numbers are displayed: PPPPP – the Ingenico part number VVVV – the application version number
PLEASE WAIT ?	2. The application is checking data files.
NO SIM TERMINAL INITIALIZATION REQUIRED	3. The new terminal displays the idle screen. NO SIM indicates the SIM has not been installed in the terminal.
SEARCHING TERMINAL INITIALIZATION REQUIRED	4. The new terminal displays the idle screen. SEARCHING. . . indicates that the application is searching for the Rogers network.
CONNECTING TERMINAL INITIALIZATION REQUIRED	5. The new terminal displays the idle screen. CONNECTING. . . indicates that the application is connecting to the Rogers network.
TERMINAL INITIALIZATION REQUIRED	6. The new terminal displays the idle screen. The ICON indicates that the application has connected to the Rogers network.
TERMINAL INITIALIZATION REQUIRED	7. The new terminal displays the idle screen. The ICON indicates that the application has connected to the Ingenico Gateway. This ICON only appears after the user selects TERMINAL CONFIG/COMM at least once.

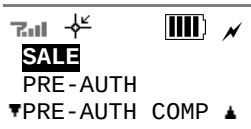


8. The new terminal displays this idle screen if it is ready to perform transactions.

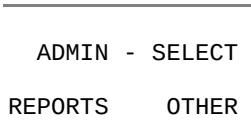


9. The terminal displays this idle screen if it was locked. See Unlock Terminal on page 26.

Change Password

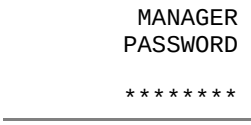


1. At the idle screen, press **[ADMIN]**.
   If the terminal displays `LOCKED, ENTER MANAGER PASSWORD`, see **Unlock Terminal** (page 26);
   If the terminal displays `TERMINAL INITIALIZATION REQUIRED`, no prior action is required. Start from step 1 above to change the password;
   If your terminal is new, only the change password option is available. You must set up your password before continuing.



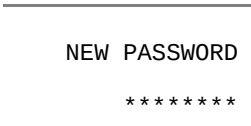
2. Select **[OTHER]**.

3. Use **[▼]** to highlight `CHANGE MGR PWD` (change manager password), then press **[OK]**.

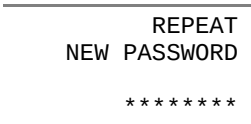


4. Enter the current password or, if the terminal is new, enter “123456” (the default).

5. Enter the current password or, if the terminal is new, enter “123456” (the default).



6. Enter your own choice for the password (4 to 8 digits). The password must be different than “123456”.



7. Re-enter the password entered in step 6.
8. The “admin – other” menu is displayed. Press **[CAN/ANN]** to return to the idle screen.

If the terminal is new and you changed the password for the first time, continue following the steps in Software Set-up on page 19.

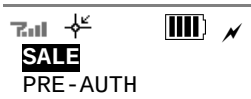
Depending on the way you configure your terminal, you may not use the password often. It is a good practice to write it down and keep it in a safe place, away from the terminal and not accessible to the persons who operate it.

Use a password that cannot be uncovered easily, for example: different digits not ordered in any logic sequence.

If you forget the password, call the Help Desk (see page 9).

Parameter Configuration

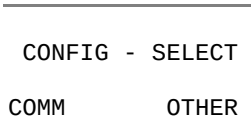
To keep the displayed parameter unchanged, just press [OK] without changing the current parameter value.



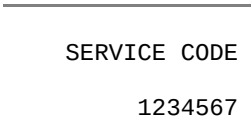
1. At the idle screen, press **[ADMIN]**.
   If the terminal displays `LOCKED, ENTER MANAGER PASSWORD`, see **Unlock Terminal** (page 26);
   If the terminal displays `TERMINAL INITIALIZATION REQUIRED`, no prior action is required. Start from step 1 above to change the password;
   If your terminal is new, only the change password option is available. You must set up your password before continuing.

2. Select **[OTHER]**.

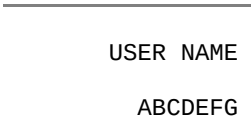
3. Use **[▼]** to highlight `TERMINAL CONFG` (terminal configuration), then press **[OK]**.
4. Enter the password (configurable; see page 25).



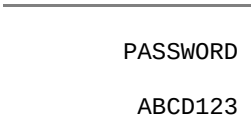
5. Select **[COMM]**.



6. Enter the service code (`1234567` in the example).

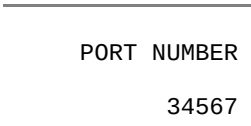


7. Enter the user name (`ABCDEFG` in the example).



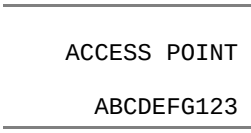
8. Enter the password (`ABCD123` in the example).

9. Enter the target IP (`123.456.789.012` in the example).



10. Enter the port number (`34567` in the example).

11. Enter the context ID (`4` in the example). Valid values are from 1 to 4.



12. Enter the access point name (`ABCDEFG123` in the example).

13. Enter the target IP (`123.456.789.012` in the example).

BACKUP PORT NO 34567	14. Enter the port number (34567 in the example).
CONFIG - SELECT COMM OTHER	15. Select **[OTHER]**.
TIP ENTRY NO YES NO	16. Select **[YES]** if your business environment requires tip entry or **[NO]** otherwise. The terminal displays the current value – NO.
CASHBACK NO YES NO	17. Select the cashback option: **[YES]** – if your business environment allows for cashback as part of debit sale transactions (next step 18; **[NO]** – for "no cashback" (next step: 19). The terminal displays the current value – NO.
CASHBACK LIMIT $20.00	18. Enter the maximum cashback amount ($20.00 in the example). Entering a zero limit is the same as selecting **[NO]** at step 17.
CLERK ID NO YES NO	19. Select **[YES]** if your business environment requires keeping track of financial transactions by staff member (or clerk ID). The clerk ID is entered at each financial transactions and is printed on receipts and certain reports. Select **[NO]** not to control transactions by clerk ID.
POWER-OFF TIME 2	20. Enter the number of minutes (from 1 to 99) after which the terminal powers off when left unattended (2 minutes in the example).

A shorter power-off time saves battery.

CREDIT CRD CHECK **ECHO CARD #** LAST 4 DIGITS ▼NO CHECK ▲	21. Use **[▼]** and **[▲]** to highlight the desired type of credit card security and press **[OK]**. The credit card security check is used to verify the card number when a credit card is swiped for sale, forced post and pre-authorization transactions. The options are: ECHO CARD # – the credit card number is displayed after the card swipe. You compare the number read by the terminal with the number embossed on the card; LAST 4 DIGITS – you enter the last 4 digits embossed on the card. The terminal compares it with the number read from the card. The error message DIGITS DO NOT MATCH is displayed if they are not the same; NO CHECK – no security check is performed. See also **Security Check on Swiped Credit Cards** (page 37).
TAKE IMPRINT YES YES NO	22. Select **[YES]** to display the "take imprint" warning message during manually entered credit sales, forced posts and pre-authorizations. Select **[NO]** if the message is not to be displayed. The terminal displays the current value – YES. See also **Manual Entry of Credit Cards** (page 37).
TERMINAL DATE (YYYYMMDD) 20020219	23. Enter the current date (to set the internal clock) – 20020219 in the example.
TERMINAL TIME (HHMM) 1345	24. Enter the current time (1345 in the example). The time is entered in a 24-hour format.

```
APPLICATION TYPE
 DEBIT/CREDIT
 DEBIT ONLY
▼CREDIT ONLY    ▲
```

25. Select the desired combination of payment types. The terminal highlights the current value – `DEBIT/CREDIT`. This parameter establishes the tender types accepted by your business:
    - `DEBIT/CREDIT` – the terminal accepts debit and credit cards (next step 26);
    - `DEBIT ONLY` – the terminal accepts debit cards (next step 27);
    - `CREDIT ONLY` – the terminal accepts credit cards (next step 26).

```
    DEFAULT TRAN
            SALE

SALE     PRE-AUTH
```

26. Select **[SALE]** if you want a sale to be started when you swipe a card at the idle screen. Select **[PRE-AUTH]** if you want a pre-authorization to be started when you swipe a credit card at the idle screen.

Since pre-authorizations require a credit card, if you swipe a debit card at the idle screen, the transaction started is always a sale.

```
  MINIMUM AMOUNT
    TO SURCHARGE

            $0.00
```

27. Enter the minimum amount to apply a sale surcharge. Any debit sale below this value will not have a surcharge. Enter zero if there is no minimum amount and the surcharge is to apply if the amount does not exceed the maximum (below).

```
  MAXIMUM AMOUNT
    TO SURCHARGE

            $0.00
```

28. Enter the maximum amount to apply a sale surcharge. Any debit sale above this value will not have a surcharge. Enter zero if there is no maximum amount and the surcharge is to apply if the amount exceeds the minimum (above). A zero minimum amount combined with a zero maximum amount indicates that all debit sales are subject to a surcharge.

    As an example, a minimum of $5.00 and a maximum of $10.00 indicate that a surcharge applies only for amounts between $5.00 and $10.00.

```
  CONTRAST LEVEL

              10
```

29. Enter the level of screen contrast. Valid values are from 1 to 10.
30. The “config – select” menu is displayed. Press **[CAN/ANN]** to return to the idle screen.

Terminal Initialization

You should perform an initialization:

- When the terminal displays the message `TERMINAL INITIALIZATION REQUIRED`;
- When instructed by the Help Desk to do so.

```
 SALE
 PRE-AUTH
▼PRE-AUTH COMP  ▲
```

1. At the idle screen, press **[ADMIN]**. The terminal may display the message `TERMINAL INITIALIZATION REQUIRED` rather than the menu shown on the left.

```
  ADMIN - SELECT

REPORTS     OTHER
```

2. Select **[OTHER]**.

```
 TERMINAL INIT
 KEY EXCHANGE
▼TERMINAL CONFG▲
```

3. Press **[OK]** to select `TERMINAL INIT` (terminal initialization).
4. Enter the password (configurable; see page 25).

RETAIN SETTINGS? YES NO	5. This prompt is not displayed if the terminal is new and you have never entered merchant and terminal IDs (in this case proceed to step 6). If you are not performing initialization for the first time: Select **[YES]** if you want to keep the current merchant and terminal IDs (next step: 8); Select **[NO]** if you want to change the current settings (next step: 6).
MERCHANT ID 12345678	6. Enter your merchant ID. You may press **[OK]** to keep the merchant ID displayed (12345678 in the example). See page iii for the actual ID
TERMINAL ID ABCD1234	7. Enter your terminal ID. You may press **[OK]** to keep the terminal ID displayed (ABCD1234 in the example). See page iii for the actual ID. 8. The terminal communicates with the host and displays SENDING, RECEIVING and PROCESSING.
CLEAR STORAGE? YES NO	9. If you changed the merchant or terminal ID, the storage is cleared automatically and this screen is not displayed. Select **[YES]** if you want to erase any transaction details and totals currently in the terminal memory or **[NO]** if you want to keep them. See ☞ below. 10. The terminal returns to the idle screen.

☞ If parameters are changed at the host, it automatically forces an initialization. When this happens, the terminal starts communicating with the host right after a credit transaction is finished and before displaying the idle screen. Just wait until the initialization is finished.

☞ The transaction storage is the terminal memory area containing approved financial transactions other than pre-authorizations. It can hold a maximum of 500 transactions. No warning message is displayed when the storage area becomes full. New transactions automatically replace the old ones.

The pre-authorization storage is the terminal memory area containing the pre-authorizations. It can hold a maximum of 400 pre-authorizations. If the storage is full and you try to perform a pre-authorization, this warning message is displayed: PRE-AUTH MEMORY FULL (see page 88). New pre-authorizations automatically replace the old ones.

The terminal keeps in its memory the totals for the last five closed batches.

Key Exchange

This function is enabled if the terminal is configured to process debit transactions.

You need to perform a key exchange (download security keys):

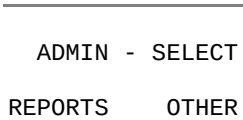
- For a new terminal after performing host initialization;
- If the host starts to reject debit transactions repeatedly;
- Whenever instructed by the Help Desk to do so.

SALE PRE-AUTH ▼PRE-AUTH COMP ▲	1. At the idle screen, press **[ADMIN]**.
ADMIN - SELECT REPORTS OTHER	2. Select **[OTHER]**.

3. Use **[▼]** to highlight KEY EXCHANGE, then press **[OK]**.
4. Enter the password (configurable; see page 25).
5. The terminal communicates with the host and displays SENDING, RECEIVING and PROCESSING.
6. The terminal returns to the idle screen.

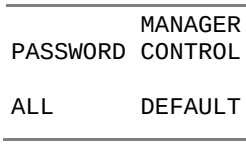
Password Control

1. At the idle screen, press **[ADMIN]**.



2. Select **[OTHER]**.

3. Use **[▼]** to highlight MGR PWD CTRL (manager password control), then press **[OK]**.
4. Enter the password (configurable; see page 25).



5. Select **[ALL]** if you want to apply the password control to all transactions and functions. Select **[DEFAULT]** if you want it only for those options in the table below.
6. The terminal returns to the “admin – other” menu. Press **[CAN/ANN]** to return to the idle screen.

If you select [ALL], these options require password:

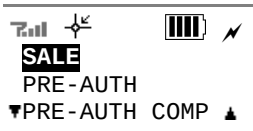
- All financial transactions
- Terminal Initialization
- Key Exchange
- Terminal Configuration
- Password Control
- Lock Terminal
- Training Mode
- Backlight
- Printer Set-up
- Signal Quality
- Help List
- Terminal Totals
- Host Totals
- Close Batch
- Transaction Inquiry
- Pre-authorization Inquiry
- Close Batch Totals Inquiry
- Terminal Configuration List

If you select [DEFAULT], all the options listed for the ALL option (see above) require password with the exception of:

- Backlight
- Help List
- Pre-authorization Inquiry
- Sale
- Pre-authorization
- Pre-authorization completion
- Forced post

Lock Terminal

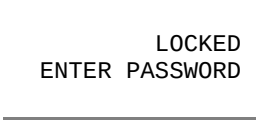
You should lock the terminal when you leave it unattended.



1. At the idle screen, press **[ADMIN]**.

2. Select **[OTHER]**.

3. Use **[▼]** to highlight LOCK, then press **[OK]**.
4. Enter the password (configurable; see page 25).



5. The locked idle screen is displayed. Transactions and functions can be accessed only after the password is entered. See **Unlock Terminal** (page 26) to unlock the terminal.

Unlock Terminal

The terminal goes into the locked state due of any of these reasons:

- The terminal automatically locks itself when somebody enters the wrong password too many times. In this case the terminal displays the message LOCKED OUT, ENTER SUPER PASSWORD. The password does not unlock the terminal in this case. Call the Help Desk (see page 9);
- The terminal was locked using the function described in **Lock Terminal** (page 26). In this case, follow these steps:

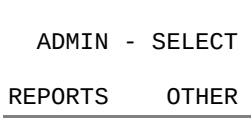
1. Enter the password. When you enter the first digit, the screen changes to MANAGER PASSWORD. The terminal returns to the unlocked state after you enter the password.

When the terminal is locked, these functions can still be performed without entering the password:

- Help List – by pressing [ADMIN] followed by [0];
- Change Language – by pressing [ADMIN] followed by [1];
- Backlight – by pressing [ADMIN] followed by [3];
- Terminal date and time – by pressing [ADMIN] followed by [4].

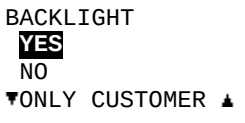
Backlight

1. At the idle screen, press **[ADMIN]**.

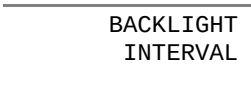


2. Select **[OTHER]**.

3. Use **[▼]** to highlight BACKLIGHT, then press **[OK]**.



4. Use **[▼]** and **[▲]** to highlight the desired option and press **[OK]**:
   YES – backlight stays on while the terminal is in use;
   NO – backlight off;
   ONLY CUSTOMER – backlight turns on only when a customer prompt is displayed.

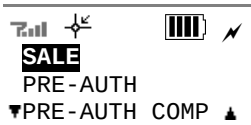


5. Enter the number of seconds (from 10 to 30) after which the backlight is turned off when the terminal is left unattended, or press **[OK]** to keep the value displayed (30 seconds in the example).
6. The "admin – other" menu is displayed. Press **[CAN/ANN]** to return to the idle screen.

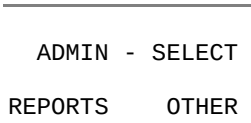
A shorter interval saves battery.

From the idle screen, the backlight can be turned on or off by pressing [ADMIN] followed by [3].

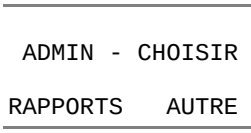
Terminal Language – English or French



1. At the idle screen, press **[ADMIN]**.



2. Press **[1]**.



3. Press **[CAN]** to display the idle screen.

4. The idle screen is displayed in French.

To return to English, perform the same steps from step 1 above.

The following are issued in the terminal language:

- Terminal displays addressed to the merchant;
- Reports;
- Merchant copies of receipts;

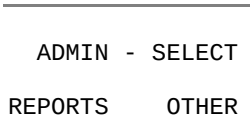
The following are issued in the language of the customer card :

- Terminal displays addressed to the customer or cardholder;
- Customer copy of receipts.

Printer and Receipt Configuration

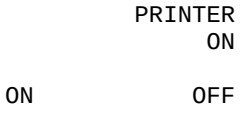
To keep the displayed parameter unchanged, just press [OK] without changing the current parameter value.

1. At the idle screen, press **[ADMIN]**.



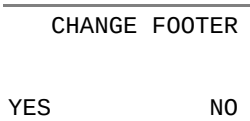
2. Select **[OTHER]**.

3. Use **[▼]** to highlight PRN SET-UP, then press **[OK]**.
4. Enter the password (configurable; see page 25).

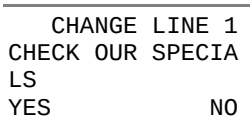


5. Select **[ON]** to set the printer on and proceed to step 6. Select **[OFF]** if printed receipts or reports are not required (the terminal returns to the "admin – other" menu).
   The following functionality is no longer available if the printer is off:
   - Debit card transactions;
   - Reprint receipt or report;
   - Footer and GST options in the Printer Set-up Function;
   - All reports.

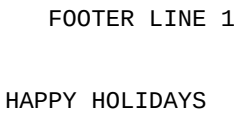
   The following screens are displayed if the printer is on.



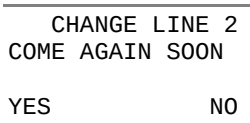
6. Select **[YES]** to change receipt footer lines (next step: 7). Select **[NO]** if no change is needed (next step: 13).



7. Select **[YES]** to erase the current footer line 1 (CHECK OUR SPECIALS in the example) and enter a new one (next step: 8). Select **[NO]** if no change is needed (next step: 9).



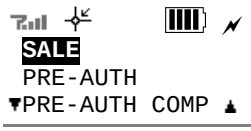
8. Enter the new footer line 1 (HAPPY HOLIDAYS in the example). See **Data Entry Keys** (page 17) on how to type in letters.



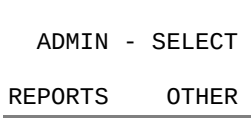
9. Select **[YES]** to erase the current footer line 2 (COME AGAIN SOON in the example) and enter a new one (next step: 10). Select **[NO]** if no change is needed (next step: 11).

FOOTER LINE 2 BIG SALE DAY	10. Enter the new footer line 2 (BIG SALE DAY in the example).
CHANGE LINE 3 REAL BARGAINS YES NO	11. Select **[YES]** to erase the current footer line 3 (REAL BARGAINS in the example) and enter a new one (next step: 12). Select **[NO]** if no change is needed (next step: 13).
FOOTER LINE 3 SP ECIALS EVERY DAY	12. Enter the new footer line 3 (SPECIALS EVERY DAY in the example).
CHANGE GST # ABCD1234 YES NO	13. Select **[YES]** to erase the current GST number (next step: 14). Select **[NO]** if no change is needed (next step: 15). The terminal displays the current value – ABCD1234.
ENTER GST # ABCD1234	14. Enter the new GST number (ABCD1234 in the example) or press **[OK]** without entering anything if you want to erase an existing number. See **Data Entry Keys** (page 17) on how to type in letters.
NUMBER OF COPIES 2	15. Enter the number of receipt copies to be printed during a financial transaction (2 in the example). You can enter a value from 1 to 3.
PRE-AUTH RECEIPT WITH TIP? YES YES NO	16. Select **[YES]** to have the tip and total lines printed on pre-authorization receipts or **[NO]** if tip and total lines are not required.
CHANGE PRINT RECEIPTS? YES NO	17. Select **[YES]** to change the print option for the following transactions (next step: 18). Select **[NO]** to keep the current print settings (next step: 23).
PRINT COMPLETE TRANS? YES YES NO	18. Select **[YES]** if you want to print pre-authorization completion transactions or **[NO]** if no receipt is required.
PRINT VOID TRANS? YES YES NO	19. Select **[YES]** if you want to print credit void transactions or **[NO]** if no receipt is required.
PRINT FORCED POST TRANS? YES YES NO	20. This prompt is displayed if forced transactions are supported. Select **[YES]** if you want to print credit forced post transactions or **[NO]** if no receipt is required.
PRINT DECLINED TRANS? YES YES NO	21. Select **[YES]** if you want to print credit declined transactions or **[NO]** if no receipt is required.
CHANGE PRINT INTERVAL 10	22. Enter the number of seconds (from 0 to 20) that the terminal waits to print the next receipt copy – the printing pause (10 seconds in the example). This is the time you have to detach the receipt: If you enter zero, the terminal waits until you press **[OK]** before printing; If you enter a number of seconds from 1 to 20, the terminal prints the next copy when you press **[OK]** or when the number of seconds has passed. 23. The “admin – other” menu is displayed. Press **[CAN/ANN]** to return to the idle screen.

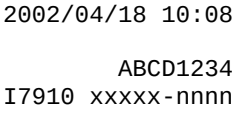
Date and Time Display



1. At the idle screen, press **[ADMIN]**.



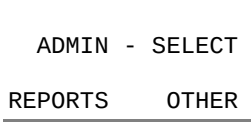
2. Press **[4]**.



3. The date and time are displayed on line 1 (2002/04/18 10:08 in the example). The time is displayed in a 24 hours format. The terminal ID is displayed on line 3 (ABCD1234 in the example). The terminal type and core number/version number is displayed on line 4. Press **[CAN/ANN]** to return to the idle screen or the terminal returns automatically after 10 seconds. See page 22 if you need to update the terminal clock.

Terminal Configuration List

1. At the idle screen, press **[ADMIN]**.



2. Select **[REPORTS]**.

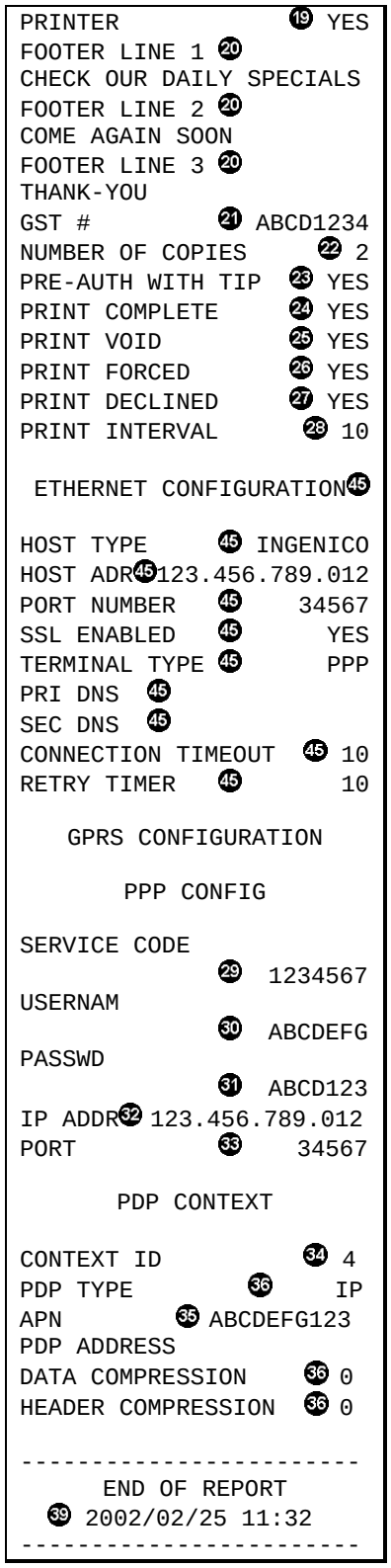
3. Use **[▼]** to highlight `TERM CNFG LIST` (terminal configuration list), then press **[OK]**.
4. Enter the password (configurable; see page 25).
5. The terminal displays `PRINTING` while printing the report (see sample below), then returns to the idle screen.

Terminal Configuration List

```
CONFIGURATION PARAMETERS
------------------------
        ❶
   BY-THE-LAKE COTTAGES
    1001, CLEARWATER RD
   HUNTERSTOWN, ONTARIO
      CANADA, A1A 2B2

I7910
S/W VERSION ㊵07390-0508

HOST INITIALZATION PARMS

TERM ID          ❷ ABCD1234
MERC             ❸ 1234ABCD
INIT #     ㊹
TERM #     ㊲ ABCD12345678

  TERMINAL CONFIGURATION

TIP ENTRY              ❹ YES
CASHBACK               ❺ YES
CASHBACK LIM        ❻  20.00
CLERK ID               ❼ NO
POWER-OFF TIME         ❽  2
CRDT CARD CHECK ❾ 4 DGTS
TAKE IMPRINT           ❿ YES
TERMINAL DATE ⓫ 20020225
TERMINAL TIME          ⓫ 1132
APPLICATION TYPE ⓬ DB/CR
DEFAULT TRAN    ㊶     SALE
MIN TO SURCH    ㊷     0.00
MAX TO SURCH    ㊸     0.00
MANAGER PSW CTRL    ⓭ DEFA
TRAINING MODE          ⓮ NO
BACKLIGHT                ON
ENTER BACKL INTERV     ⓯ 30
SURCH ON SALE       ⓲  0.75
SURCH CASHBACK      ⓲  0.05
CONTRAST LEVEL           10
WIRELESS FEE           0.00
HEARTBEAT INTERVAL        8

  PRINTER CONFIGURATION
```

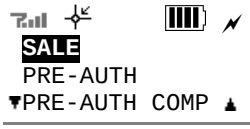
❶ Merchant name and address
❷ Terminal ID
❸ Merchant ID
❹ `YES` if tip entry is configured or `NO` otherwise
❺ `YES` if cashback is configured or `NO` otherwise
❻ The maximum amount customers can withdraw using cashback
❼ `YES` if the clerk ID feature is configured or `NO` otherwise
❽ Number of minutes before the terminal turns itself off
❾ One of these credit card security options:
- `ECHO` – displays the credit card number
- `4 DGTS` – prompts for the last four digits
- `NO CHK` – no checking

❿ `YES` if the "take imprint" warning is configured for manually entered credit cards. `NO` if it is not configured
⓫ The current terminal date (YYYYMMDD) and time (HHMM)
⓬ `DB/CR` if the terminal accepts both debit and credit cards, `CREDIT` if only credit is accepted, or `DEBIT` if only debit is accepted.
⓭ `DEFA` if only the default transactions and functions prompt for the manager password or `ALL` if the password is required for all
⓮ `YES` if the terminal is in training mode or `NO` if the terminal is in production mode
⓯ Seconds of inactivity after which the terminal turns off the backlight
⓲ Indicates the configured amount for the surcharge. If surcharge is not configured for any option – sale or cashback –, then this line is not printed.
⓳ `ON` if the printer is configured or OFF if no receipts or reports are printed
⓴ Shows the contents of each of the footer lines
㉑ GST number
㉒ Number of receipt copies printed during a transaction
㉓ `YES` if the tip line is printed for pre-authorizations or `NO` otherwise
㉔ `YES` if pre-authorization completion receipts are printed or `NO` otherwise
㉕ `YES` if void receipts are printed or `NO` otherwise
㉖ `YES` if forced post receipts are printed or `NO` otherwise
㉗ `YES` if declined transaction receipts are printed or `NO` otherwise
㉘ The time period (seconds) the terminal takes to start printing the next receipt copy
㉙ Service code
㉚ User name

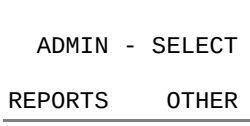


31 GPRS password
32 Target IP address
33 Port number
34 Context ID
35 Access point name
36 Miscellaneous GPRS parameters configured in the application
37 Terminal number
39 Date and time the report was printed (YYYY/MM/DD HH:MM)
40 Application software version number
41 Default transaction type: SALE or PREAUTH
42 Minimum debit sale amount to be surcharged. A zero indicates there is no minimum amount.
43 Maximum debit sale amount to be surcharged. A zero indicates there is no maximum amount.
44 Initialization phone number – not needed for GPRS
45 Miscellaneous Ethernet parameters – not needed for GPRS

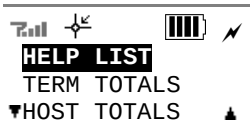
Terminal Help List



1. At the idle screen, press **[ADMIN]**.



2. Select **[REPORTS]**.



3. Press **[OK]** to select `HELP LIST`.
4. The terminal displays `PRINTING` while printing the report (see sample below), then returns to the idle screen.

Terminal Help List

```
     LIST OF TERMINAL
        FUNCTIONS
------------------------
        ❶
INITIALIZATION
KEY EXCHANGE
TERMINAL CONFIGURATION
CHANGE MANAGER PASSWORD
MANAGER PASSWORD CONTROL
LOCK TERMINAL
TRAINING MODE
BACKLIGHT
PRINTER SET-UP
REPRINT RECEIPT
HELP LIST
TERMINAL TOTALS
HOST TOTALS INQUIRY
CLOSE BATCH
TRANSACTION INQUIRY
INCOMPL PRE-AUTH REPORT
CLOSED TOTALS INQ
TERMINAL CONFIG LIST
DOWNLOAD
SPECIAL FUNCTIONS
       ❷
HELP LIST         (ADM+0)
CHANGE LANGUAGE   (ADM+1)
REPRINT           (ADM+2)
BACKLIGHT         (ADM+3)
DATE/TIME         (ADM+4)
POWER OFF         (ADM+9)
       ❸
SALE
PRE-AUTHORIZATION
PRE-AUTH COMPLETION
REFUND
SALE VOID
REFUND VOID
FORCED POST

------------------------
      END OF REPORT
   ❹ 2002/02/25 11:32
------------------------
```

❶ Function list
❷ Special key sequences available at the idle screen
❸ Transaction list
❹ Date and time the report was printed (YYYY/MM/DD HH:MM)

Financial Transactions

All transactions are authorized by the Emergis host.

Features

Starting a Sale or Pre-authorization from Idle Screen

When you swipe a card at the idle screen, the terminal starts a sale or a pre-authorization (depending on the configured default transaction; see page 23).

However, if the card is debit, the terminal always starts a sale since a pre-authorization requires a credit card.

If you start a sale by selecting SALE at the menu, you must select the payment type before entering the card. This is not the case when you start a sale by swiping the card at the idle screen.

Credit and Debit Cards

During a credit transaction, you may swipe the credit card or manually enter the credit card account number and expiration date. Additional security can be set through configuration parameters (credit card security check and card imprint message, page 22). The credit card receipts provide a line for the customer signature.

During a debit transaction, the card must be swiped. The debit customer must be present during a debit transaction and must answer the customer prompts.

Refunds and Voids

A refund transaction returns the refund amount to the customer's account. The password is required to perform this transaction.

A void transaction cancels a debit or credit transaction. The password and the original transaction number are required.

You can configure the terminal not to print credit void transactions (see page 29).

Debit transactions must always be printed.

Credit Forced Posts

This transaction is enabled if supported by the host. A credit forced post is performed to notify the system about a credit sale performed off-line. In this case, the credit card issuer gives an authorization number over the telephone. This voice authorization number is entered later when a forced post is performed.

You can configure the terminal not to print forced posts (see page 29).

Credit Pre-authorizations and Pre-authorization Completions

Credit card pre-authorization is a two-step process allowing you to verify the availability of unused credit, to place a hold on the funds, and to charge the same or a different amount to the customer's credit card account (during pre-authorization completion).

When you perform a pre-authorization, the terminal obtains host approval and stores the approved pre-authorization in the terminal memory (see page 24).

Depending on the type of business, there are two different ways you can use pre-authorizations:

- If your business is a restaurant or similar, use this method:

  1. Perform a pre-authorization leaving the pre-authorization reference number blank. Enter the total amount for the bill. The tip amount is unknown at this point.
  2. The pre-authorization is stored in the terminal memory under a new pre-authorization reference number assigned by the host.
  3. Hand the receipt to the credit card customer and let them complete the tip line.
  4. Perform a pre-authorization completion entering the reference number used in step 2 to retrieve the original pre-authorization. The final transaction amount includes the tip.
  5. After the pre-authorization completion is approved, the original pre-authorization is erased from the terminal memory.

  Note that when the above method is used, each pre-authorization completion refers to only one pre-authorization. The pre-authorization completion receipt can be printed or not. See page 29 on how to configure it.

- If your business is a hotel, a car rental, or any other requiring consecutive pre-authorizations, use this method:

  1. Perform a pre-authorization leaving the pre-authorization reference number blank. Enter the amount for the first day of lodging or rent.
  2. The pre-authorization is stored in the terminal memory under a new pre-authorization reference number assigned by the host.
  3. For each day that the service is provided, perform an additional pre-authorization using the same reference number used in step 2 and enter the amount for the current day. The terminal adds the current day amount to the pre-authorized total stored in the terminal memory. The receipt for a consecutive pre-authorization includes the total for all pre-authorized amounts.
  4. When you perform the pre-authorization completion you must enter the reference number used in step 2 to retrieve the original pre-authorization and enter the final transaction amount, which refers to the customer total.
  5. After the pre-authorization completion is approved, the original pre-authorization is erased from the terminal memory.

  Note that when the above method is used, one pre-authorization completion may refer to one or several pre-authorizations.

  If your business requires consecutive pre-authorized amounts, you may not need the tip line printed on the pre-authorization receipt. See page 29 on how to configure it.

  Whichever method is used, you can generate a report containing the pre-authorizations (not yet completed) currently stored in the terminal memory. See **Incomplete Pre-authorization Inquiry** (page 77).

Card Entry

Prior to card entry, you may have selected the tender type (debit or credit) depending on the terminal configuration.

SALE SWIPE CARD	Enter the card as follows: Swipe a debit card; Swipe or manually enter a credit card (see **Manual Entry of Credit Cards** below).

Keep this in mind for better card swipes:

- The terminal card reader is bi-directional. The card can be swiped in either direction;
- The card must be swiped at constant speed and pressure, ensuring it remains in contact with the bottom of the track throughout the entire swipe action;
- The card magnetic stripe must face the terminal.

Security Check on Swiped Credit Cards

The credit security check option (see page 22) applies when a credit card is swiped during a sale, a forced post or a pre-authorization.

Depending on the security option configured, one of the following prompts is displayed:

VERIFY CARD # AND ENTER	Displayed if the option configured is “echo card number”. Compare the credit card number displayed with that embossed on the card and press **[OK]** to continue.
LAST 4 DIGITS 1234	Displayed if the option configured is “last four digits”. Enter the last four digits embossed on the card (1234 in the example). If the message DIGITS DO NOT MATCH appears, re-enter the last four digits or cancel the transaction.

Manual Entry of Credit Cards

SALE SWIPE CARD 5446123456789012	Enter the credit card number using the terminal keyboard. The card number is displayed on line 4 (5446123456789012 in the example). If the account number is greater than 16 digits, the left most digits will scroll off the left of the fourth line.
EXPIRY DATE (MMYY) 1203	Enter the credit card expiration date in the MMYY format (1203 in the example).
TAKE IMPRINT OF CREDIT CARD	Displayed if the “take imprint” option is set to “yes” (see page 22).

Cancelling a Transaction

Press **[CAN/ANN]** to cancel a transaction at any time while performing data entry.

The customer can cancel a transaction by pressing **[CAN/ANN]**.

While the CANCELLED message is displayed, press **[CAN/ANN]** again to return to the idle screen.

If a cancelled receipt is printed, it contains the message ***CANCELLED***.

After the terminal started to communicate with the host, the transaction can no longer be cancelled. In such case, wait until the transaction is finished and perform a void if needed.

Host Authorization, Approved and Declined Transactions

After data entry is completed, transactions must go to the host for approval. The terminal displays the messages SENDING, RECEIVING and PROCESSING while communicating with the host.

TRANS APPROVED 1234567 $10.00	This message is displayed for approved transactions. Note that the approval code (1234567 in the example) and the amount ($10.00 in the example) are displayed. For pre-authorizations and pre-authorization completions, the reference number is displayed on line 4 (not shown in the example).
TRANS DECLINED INVALID CARD	This message is displayed for refused messages (INVALID CARD in the example).
TRANS DECLINED REFER CUSTOMER T CREDIT CARD ISSU >	If the declined message (REFER CUSTOMER TO CREDIT CARD ISSUER in the example) is larger than the screen, the terminal displays an arrow on the side of the truncation. Press the screen-addressable key below the arrow to scroll the message.
TRANS DECLINED EFER CUSTOMER TO EDIT CARD ISSUER <	The message is scrolled and the arrow switches to the side of the truncation. Press the screen-addressable key below the arrow to scroll the message.
INVALID PIN	During a debit transaction, a customer message (INVALID PIN in the example) is displayed before the message addressed to you.
PRINT NEXT COPY – OK?	While the approved or declined message is displayed, the terminal prints the receipt. After a receipt copy is printed and if there are more to print, the terminal pauses for you to detach the receipt. Press **[OK]** after detaching the receipt from the terminal or the terminal resumes printing after the printing pause elapses. PRINTING is displayed while additional copies are printed. The printing pause is configurable as well as the number of receipt copies printed and the printing or not of declined credit transactions. See **Printer and Receipt Configuration** (page 28).

Training Before Going Live

The terminal can be set to simulate certain functions and all financial transactions. This is called “training mode” and is used when the staff needs to practice before performing actual transactions and functions.

Close the batch before going into training mode and before coming out (see page 81).

SALE PRE-AUTH ▼PRE-AUTH COMP ▲	1. At the idle screen, press **[ADMIN]**.
ADMIN - SELECT REPORTS OTHER	2. Select **[OTHER]**.

3. Use **[▼]** to highlight `TRAINING MODE`, then press **[OK]**.
4. Enter the password (configurable; see page 25).

5. Press **[CAN/ANN]** to return to the idle screen. The terminal is now in training mode.

To exit training mode, perform the same steps from step 1 above.

The training mode features:

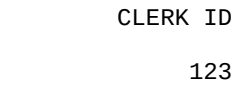
- The training mode idle screen has asterisks at both sides of the transaction names to indicate the training status;
- The terminal does not communicate with the host during training transactions;
- Since no real transactions or functions are performed, the terminal accepts anything as the password and PIN number;
- The transactions are always “approved”;
- The maximum transaction amount is $1.00.
- The approval number, the batch number and the transaction sequence number appearing on receipts are all simulated;
- The information printed when you perform transaction inquiry or total inquiry is simulated;
- All receipts and reports are printed with the banner `***TRAINING***` indicating the terminal is in training mode;
- Some functions are not allowed in training mode. In this case the terminal displays the `FUNCTION NOT AVAILABLE` message (see the description for this message on page 87);
- A batch close must be performed before going in or leaving training mode if the current batch has transactions.

Credit Transactions

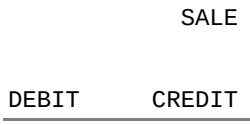
Credit Sale

Credit Sale Without Tip

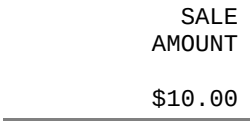
1. At the idle screen, swipe the credit card if the default transaction is sale (see pages 23 and 35), otherwise press **[OK]** to select SALE.
2. Enter the password (configurable; see page 25).
3. Perform the credit card security (swiped cards, configurable; see page 37).



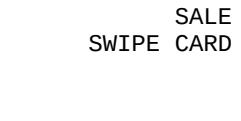
4. Enter the clerk ID – 123 in the example (configurable; see page 22).



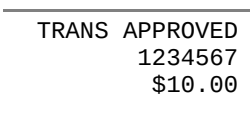
5. This screen appears if both card types are configured (see page 23) and if you did not swipe the card at step 1. Select **[CREDIT]**.



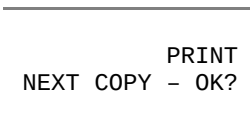
6. Enter the sale amount ($10.00 in the example).



7. If you have not done it before, swipe the card or enter the number manually (see page 37) and perform the credit card security (swiped cards, configurable; see page 37).
8. The terminal communicates with the host and displays SENDING, RECEIVING and PROCESSING.

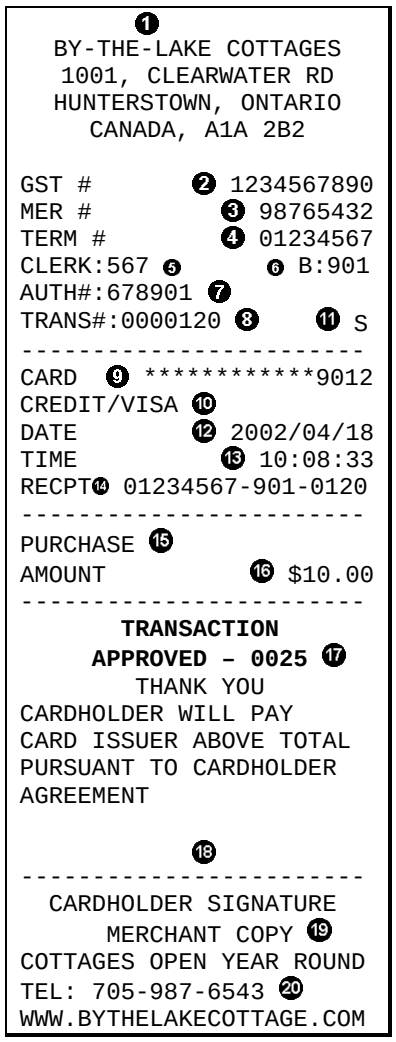


9. The terminal displays the response (see page 38) and prints the receipt (see below).



10. Press **[OK]** after detaching the receipt.
    The terminal displays PRINTING while it prints the next copies.
    Detach them and press **[OK]**.
    The terminal returns to the idle screen.

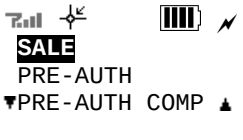
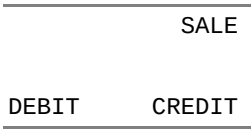
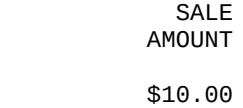
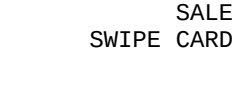
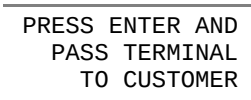
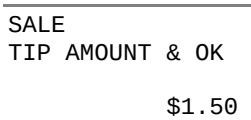
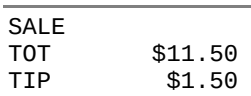
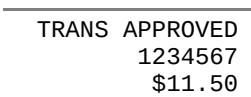
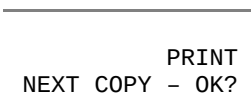
Credit Sale Without Tip



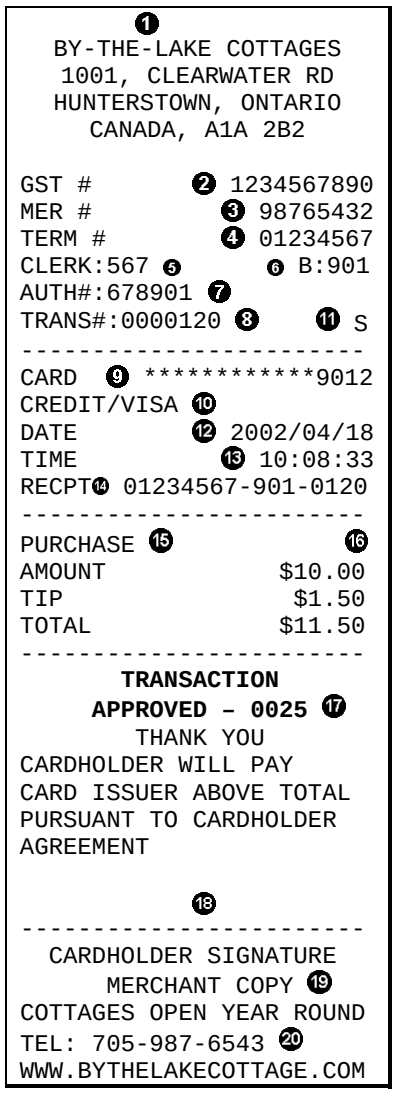
❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and brand
⓫ S for swiped cards, M for manually entered cards, for consecutive pre-authorizations and pre-auth completions when the card is not swiped
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

⓯ Transaction type
⓰ Amount
⓱ Approved message with host result code
⓲ The customer statement and signature line are printed on the merchant copy
⓳ Indicates whether the copy is for the merchant or the customer
⓴ Shows the footer message, if any

Credit Sale With Tip

	1. At the idle screen, swipe the credit card if the default transaction is sale (see page 23 and 35), otherwise press **[OK]** to select SALE. 2. Enter the password (configurable; see page 25). 3. Perform the credit card security (swiped cards, configurable; see page 37). 4. Enter the clerk ID – 123 in the example (configurable; see page 22).
	5. This screen appears if both card types are configured (see page 23) and if you did not swipe the card at step 1. Select **[CREDIT]**.
	6. Enter the sale amount ($10.00 in the example).
	7. If you have not done it before, swipe the card or enter the number manually (see page 37) and perform the credit card security (swiped cards, configurable; see page 37).
	8. Press **[OK]** and pass the terminal to the customer. Customer screens are displayed if tip is configured (see page 22).
	9. The customer presses **[OK]** to confirm the transaction amount.
	10. The customer selects **[YES]** if they want to give a tip (next step: 11) or **[NO]** otherwise (next step: 14).
	11. The customer enters the tip amount ($1.50 in the example).
	12. The customer confirms the total and the tip amount.
	13. The customer presses **[OK]** and passes the terminal back to you. 14. The terminal communicates with the host and displays SENDING, RECEIVING and PROCESSING.
	15. The terminal displays the response (see page 38) and prints the receipt (see below).
	16. Press **[OK]** after detaching the receipt. The terminal displays PRINTING while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

Credit Sale With Tip



```
        ❶
  BY-THE-LAKE COTTAGES
   1001, CLEARWATER RD
  HUNTERSTOWN, ONTARIO
     CANADA, A1A 2B2

GST #        ❷ 1234567890
MER #          ❸ 98765432
TERM #         ❹ 01234567
CLERK:567 ❺       ❻ B:901
AUTH#:678901 ❼
TRANS#:0000120 ❽     ⓫ S
------------------------
CARD  ❾ ************9012
CREDIT/VISA ❿
DATE          ⓬ 2002/04/18
TIME            ⓭ 10:08:33
RECPT⓮ 01234567-901-0120
------------------------
PURCHASE ⓯              ⓰
AMOUNT              $10.00
TIP                  $1.50
TOTAL               $11.50
------------------------
       TRANSACTION
     APPROVED – 0025 ⓱
        THANK YOU
CARDHOLDER WILL PAY
CARD ISSUER ABOVE TOTAL
PURSUANT TO CARDHOLDER
AGREEMENT

              ⓲
------------------------
  CARDHOLDER SIGNATURE
      MERCHANT COPY ⓳
COTTAGES OPEN YEAR ROUND
TEL: 705-987-6543 ⓴
WWW.BYTHELAKECOTTAGE.COM
```

❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and brand
⓫ S for swiped cards, M for manually entered cards, for consecutive pre-authorizations and pre-auth completions when the card is not swiped
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

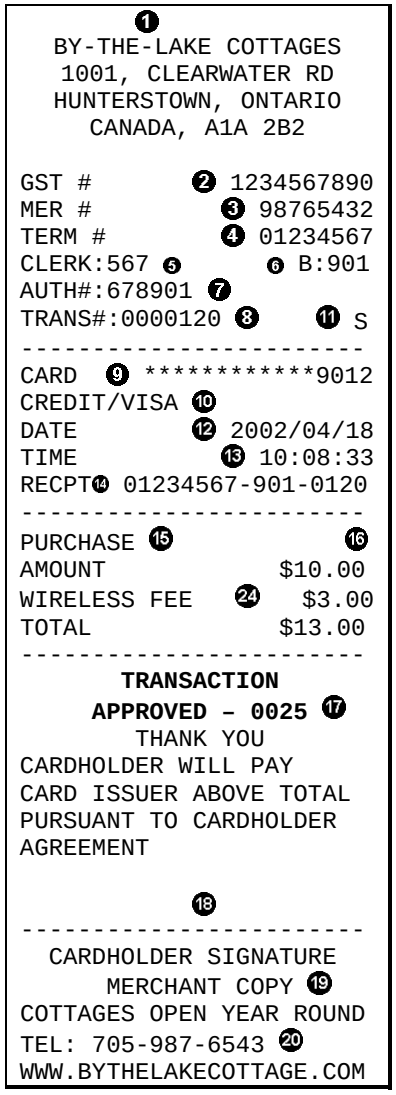
⓯ Transaction type
⓰ These amounts are shown:
- Transaction amount before tip
- Tip amount
- Total amount including tip

⓱ Approved message with host result code
⓲ The customer statement and signature line are printed on the merchant copy
⓳ Indicates whether the copy is for the merchant or the customer
⓴ Shows the footer message, if any

Credit Sale With Wireless Fee

SALE PRE-AUTH ▼PRE-AUTH COMP ▲	1. At the idle screen, swipe the credit card if the default transaction is sale (see page 23 and 35), otherwise press **[OK]** to select SALE. 2. Enter the password (configurable; see page 25). 3. Perform the credit card security (swiped cards, configurable; see page 37). 4. Enter the clerk ID – 123 in the example (configurable; see page 22).
SALE DEBIT CREDIT	5. This screen appears if both card types are configured (see page 23) and if you did not swipe the card at step 1. Select **[CREDIT]**.
SALE AMOUNT $10.00	6. Enter the sale amount ($10.00 in the example).
SALE SWIPE CARD	7. If you have not done it before, swipe the card or enter the number manually (see page 37) and perform the credit card security (swiped cards, configurable; see page 37).
PRESS ENTER AND PASS TERMINAL TO CUSTOMER	8. Press **[OK]** and pass the terminal to the customer. Customer screens are displayed if tip is configured (see page 22).
ACCEPT WIRELESS FEE $3.00? YES NO	9. The customer presses **[OK]** to confirm the wireless fee.
SALE $10.00 OK?	10. The customer presses **[OK]** to confirm the transaction amount.
SALE TOT $13.00 OK?	11. The customer confirms the total amount which includes the wireless fee.
PRESS ENTER AND PASS TERMINAL TO MERCHANT	12. The customer presses **[OK]** and passes the terminal back to you. 13. The terminal communicates with the host and displays SENDING, RECEIVING and PROCESSING.
TRANS APPROVED 1234567 $13.00	14. The terminal displays the response (see page 38) and prints the receipt (see above).
PRINT NEXT COPY – OK?	15. Press **[OK]** after detaching the receipt. The terminal displays PRINTING while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

Credit Sale With Wireless Fee



❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and brand
⓫ S for swiped cards, M for manually entered cards, for consecutive pre-authorizations and pre-auth completions when the card is not swiped
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

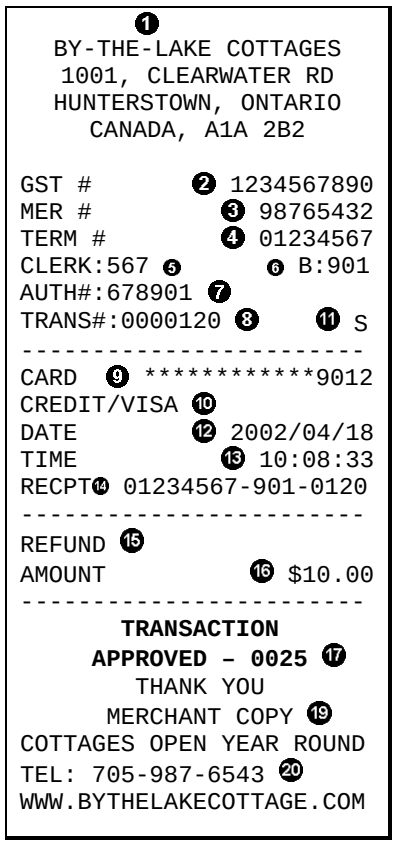
⓯ Transaction type
⓰ These amounts are shown:
- Transaction amount before tip
- Tip amount
- Total amount including tip

⓱ Approved message with host result code
⓲ The customer statement and signature line are printed on the merchant copy
⓳ Indicates whether the copy is for the merchant or the customer
⓴ Shows the footer message, if any
㉔ Wireless fee accepted by customer

Credit Refund

SALE PRE-AUTH ▼PRE-AUTH COMP ▲	1. Use **[▼]** to highlight REFUND, then press **[OK]**. See also **Refunds and Voids** (page 35).
MANAGER PASSWORD ********	2. Enter the password (configurable; see page 25). 3. Enter the clerk ID – 123 in the example (configurable; see page 22).
SALE DEBIT CREDIT	4. This screen appears if both card types are configured (see page 23). Select **[CREDIT]**.
REFUND AMOUNT $10.00	5. Enter the transaction amount ($10.00 in the example).
REFUND SWIPE CARD	6. Swipe the card or enter the number manually (see page 37). 7. The terminal communicates with the host and displays SENDING, RECEIVING and PROCESSING.
TRANS APPROVED 1234567 $10.00	8. The terminal displays the response (see page 38) and prints the receipt (see below).
PRINT NEXT COPY – OK?	9. Press **[OK]** after detaching the receipt. The terminal displays PRINTING while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

Credit Refund



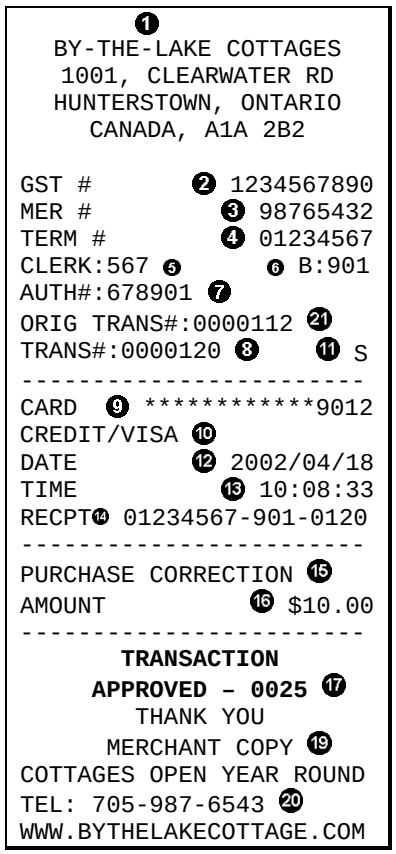
❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and brand
⓫ S for swiped cards, M for manually entered cards, for consecutive pre-authorizations and pre-auth completions when the card is not swiped
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

⓯ Transaction type
⓰ Amount
⓱ Approved message with host result code
⓳ Indicates whether the copy is for the merchant or the customer
⓴ Shows the footer message, if any

Credit Sale Void

SALE PRE-AUTH ▼PRE-AUTH COMP ▲	1. Use **[▼]** to highlight SALE VOID, then press **[OK]**. This transaction voids a sale, forced post or pre-authorization completion. See also **Refunds and Voids** (page 35).
MANAGER PASSWORD ********	2. Enter the password (configurable; see page 25). 3. Enter the clerk ID – 123 in the example (configurable; see page 22).
SALE VOID DEBIT CREDIT	4. This screen appears if both card types are configured (see page 23). Select **[CREDIT]**.
SALE VOID ORIGINAL TRAN # 4567	5. Enter the transaction number printed on the receipt of the original transaction being voided (4567 in the example).
VERIFY VOID# ENTER TO CONFIRM $10.00 1234567890123456	6. Press **[ENTER]** after verifying the original transaction data displayed: Transaction amount ($10.00 in the example); Card account number (1234567890123456 in the example). Press **[CANCEL]** if this is not the desired transaction.
TRANS APPROVED 1234567 $10.00	7. The terminal displays the response (see page 38) and prints the receipt (see below).
PRINT NEXT COPY – OK?	8. Press **[OK]** after detaching the receipt. The terminal displays PRINTING while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

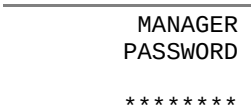
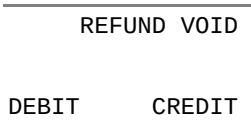
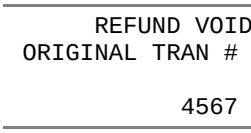
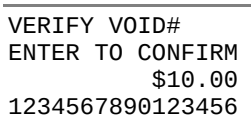
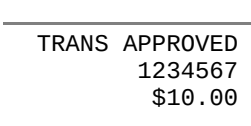
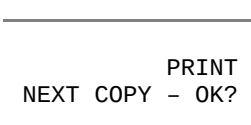
Credit Sale Void



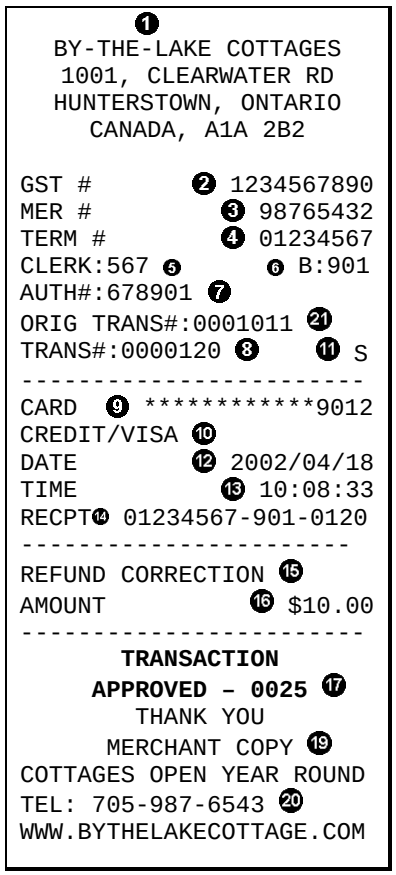
❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and brand
⓫ S for swiped cards, M for manually entered cards, for consecutive pre-authorizations and pre-auth completions when the card is not swiped
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

⓯ Transaction type
⓰ Amount
⓱ Approved message with host result code
⓳ Indicates whether the copy is for the merchant or the customer
⓴ Shows the footer message, if any
㉑ Shows original transaction sequence number sent to the host.

Credit Refund Void

	1. Use **[▼]** to highlight `REFUND VOID`, then press **[OK]**. See also **Refunds and Voids** (page 35).
	2. Enter the password (configurable; see page 25). 3. Enter the clerk ID – `123` in the example (configurable; see page 22).
	4. This screen appears if both card types are configured (see page 23). Select **[CREDIT]**.
	5. Enter the transaction number printed on the receipt of the original transaction being voided (`4567` in the example).
	6. Press **[OK]** after verifying the original transaction data displayed: Transaction amount (`$10.00` in the example); Card account number (1234567890123456 in the example). Press **[CANCEL]** if this is not the desired transaction.
	7. The terminal displays the response (see page 38) and prints the receipt (see below).
	8. Press **[OK]** after detaching the receipt. The terminal displays `PRINTING` while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

Credit Refund Void



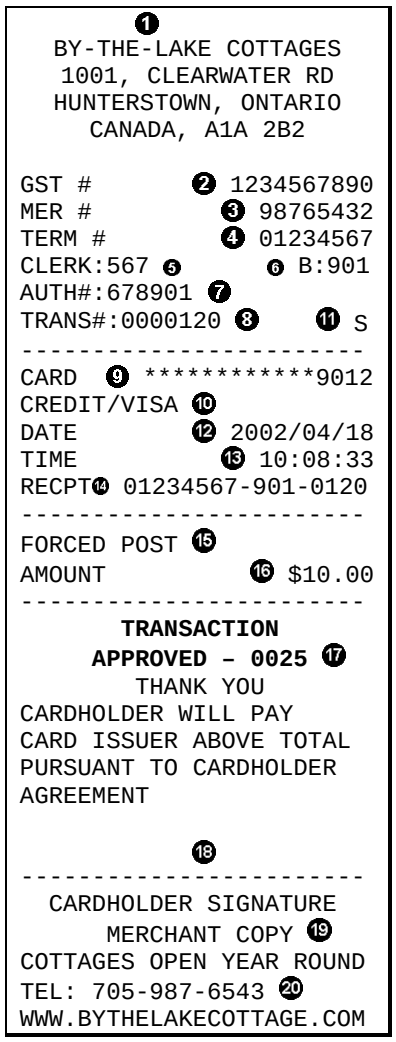
❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and brand
⓫ S for swiped cards, M for manually entered cards, for consecutive pre-authorizations and pre-auth completions when the card is not swiped
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

⓯ Transaction type
⓰ Amount
⓱ Approved message with host result code
⓳ Indicates whether the copy is for the merchant or the customer
⓴ Shows the footer message, if any
㉑ Shows original transaction sequence number sent to the host.

Credit Forced Post

SALE PRE-AUTH ▼PRE-AUTH COMP ▲	1. Use **[▼]** to highlight FORCED POST, then press **[OK]**. See also **Credit Forced Posts** (page 35). 2. Enter the password (configurable; see page 25). 3. Enter the clerk ID – 123 in the example (configurable; see page 22).
AUTHORIZATION # 456789	4. Enter the voice authorization number received from the card issuer (456789 in the example).
FORCED POST AMOUNT $10.00	5. Enter the transaction amount ($10.00 in the example).
FORCED POST SWIPE CARD	6. Swipe the card or enter the number manually (see page 37). 7. Perform the credit card security (swiped cards, configurable; see page 37). 8. The terminal communicates with the host and displays SENDING, RECEIVING and PROCESSING.
TRANS APPROVED 1234567 $10.00	9. The terminal displays the response (see page 38) and prints the receipt (see below).
PRINT NEXT COPY – OK?	10. Press **[OK]** after detaching the receipt. The terminal displays PRINTING while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

Forced Post Sale



❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and brand
⓫ S for swiped cards, M for manually entered cards, for consecutive pre-authorizations and pre-auth completions when the card is not swiped
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

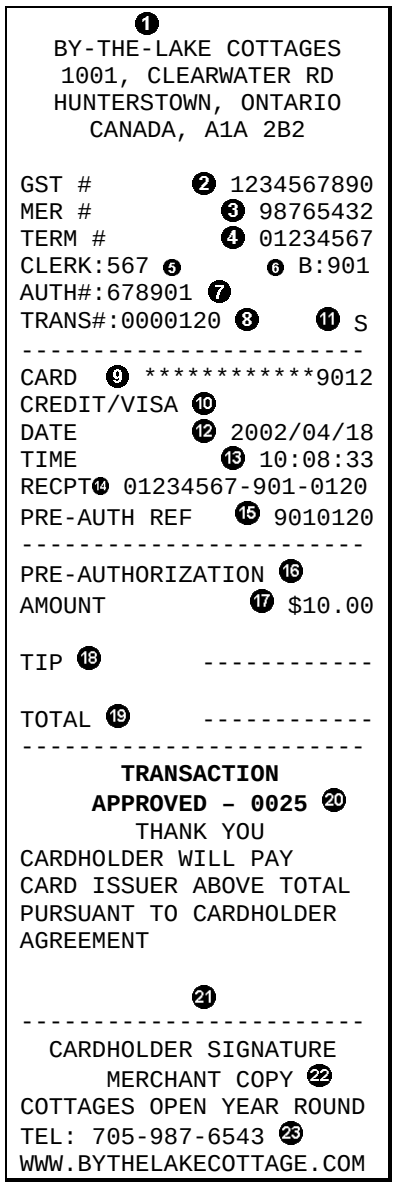
⓯ Transaction type
⓰ Amount
⓱ Approved message with host result code
⓲ The customer statement and signature line are printed on the merchant copy
⓳ Indicates whether the copy is for the merchant or the customer
⓴ Shows the footer message, if any

Credit Pre-authorization

Initial Credit Pre-authorization

SALE PRE-AUTH ▼PRE-AUTH COMP ▲	1. At the idle screen, swipe the credit card if the default transaction is pre-authorization (see pages 23 and 35), otherwise use **[▼]** to highlight PRE-AUTH, then press **[OK]**. See also **Credit Pre-authorizations and Pre-authorization Completions** (page 36). 2. Enter the password (configurable; see page 25). 3. Perform the credit card security (swiped cards, configurable; see page 37). 4. Enter the clerk ID – 123 in the example (configurable; see page 22).
PRESS OK FOR 1ST PRE-AUTH OR KEY PRE-AUTH REF #	5. Press **[OK]** leaving this prompt blank.
PRE-AUTH SWIPE CARD	6. If you have not done it before, swipe the card or enter the number manually (see page 37) and perform the credit card security (swiped cards, configurable; see page 37).
PRE-AUTH AMOUNT $10.00	7. Enter the transaction amount ($10.00 in the example). 8. The terminal communicates with the host and displays SENDING, RECEIVING and PROCESSING.
TRANS APPROVED 1234567 $10.00 REF# 9876543	9. The terminal displays the response (see page 38) and prints the receipt (see below).
PRINT NEXT COPY – OK?	10. Press **[OK]** after detaching the receipt. The terminal displays PRINTING while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

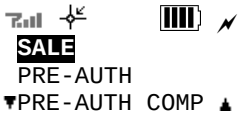
Initial Credit Pre-authorization



❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and brand
⓫ S for swiped cards, M for manually entered cards, for consecutive pre-authorizations and pre-auth completions when the card is not swiped
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

⓯ Pre-authorization reference number (batch and sequence number)
⓰ Transaction type
⓱ Amount
⓲ Tip line if configured (hand-written)
⓳ Total transaction amount (hand-written). It is the pre-authorization amount (line ⓱) added to the hand-written tip amount
⓴ Approved message with host result code
㉑ The customer statement and signature line are printed on the merchant copy
㉒ Indicates whether the copy is for the merchant or the customer
㉓ Shows the footer message, if any

Initial Credit Pre-authorization with Wireless Fee

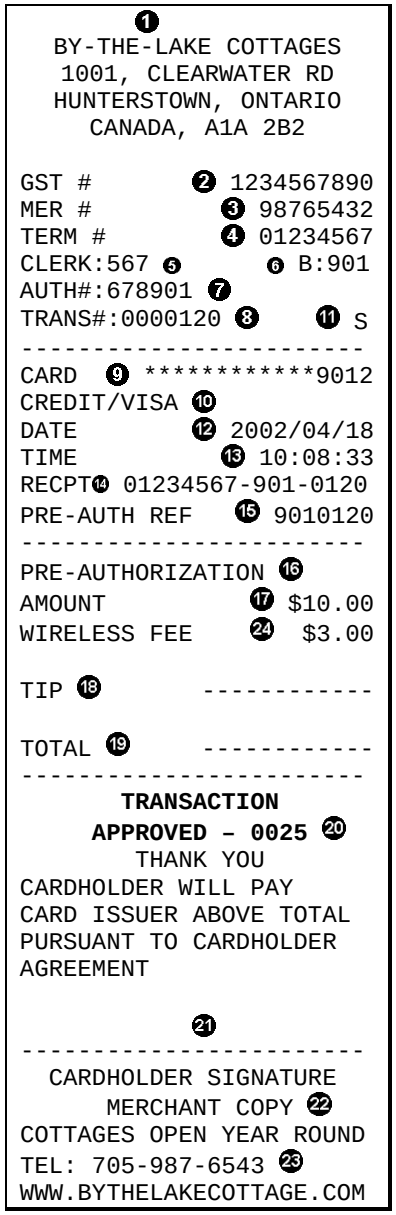
	1. At the idle screen, swipe the credit card if the default transaction is pre-authorization (see pages 23 and 35), otherwise use **[▼]** to highlight `PRE-AUTH`, then press **[OK]**. See also **Credit Pre-authorizations and Pre-authorization Completions** (page 36). 2. Enter the password (configurable; see page 25). 3. Perform the credit card security (swiped cards, configurable; see page 37). 4. Enter the clerk ID – `123` in the example (configurable; see page 22).
`PRESS OK FOR 1ST PRE-AUTH OR KEY PRE-AUTH REF #`	5. Press **[OK]** leaving this prompt blank.
`PRE-AUTH SWIPE CARD`	6. If you have not done it before, swipe the card or enter the number manually (see page 37) and perform the credit card security (swiped cards, configurable; see page 37).

`PRE-AUTH AMOUNT`
 	
`$10.00`
	7. Enter the transaction amount (`$10.00` in the example).

`ACCEPT WIRELESS FEE $3.00?`
 	
`YES NO`
	8. Server accepts the wireless fee (`$3.00` in the example).
	9. The terminal communicates with the host and displays `SENDING`, `RECEIVING` and `PROCESSING`.

`TRANS APPROVED 1234567 $15.00 REF# 9876543`	10. The terminal displays the response (see page 38) and prints the receipt (see above).
`PRINT NEXT COPY – OK?`	11. Press **[OK]** after detaching the receipt. The terminal displays `PRINTING` while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

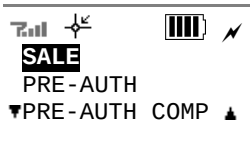
Initial Credit Pre-authorization



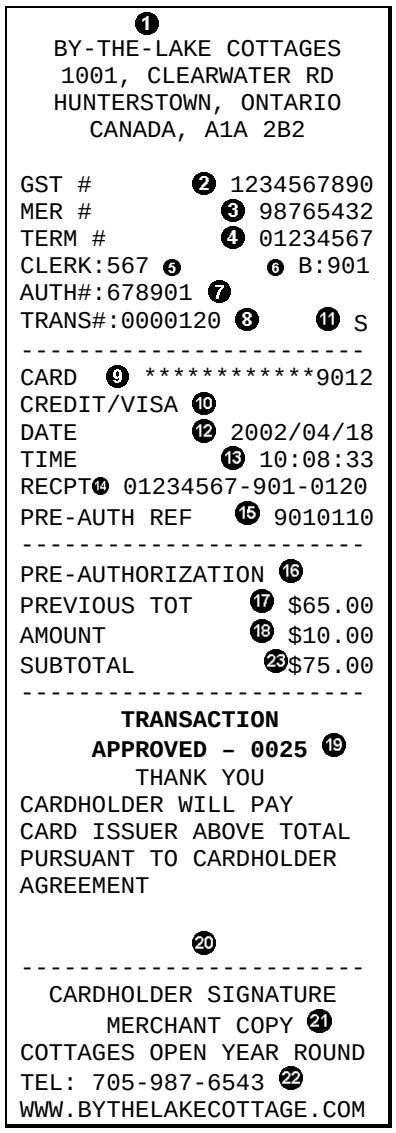
❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and brand
⓫ S for swiped cards, M for manually entered cards, for consecutive pre-authorizations and pre-auth completions when the card is not swiped
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

⓯ Pre-authorization reference number (batch and sequence number)
⓰ Transaction type
⓱ Amount
⓲ Tip line if configured (hand-written)
⓳ Total transaction amount (hand-written). It is the pre-authorization amount (line ⓱) added to the hand-written tip amount
⓴ Approved message with host result code
㉑ The customer statement and signature line are printed on the merchant copy
㉒ Indicates whether the copy is for the merchant or the customer
㉓ Shows the footer message, if any
㉔ Wireless fee accepted by customer

Consecutive Credit Pre-authorization

	1. Use **[▼]** to highlight PRE-AUTH, then press **[OK]**. See also **Credit Pre-authorizations and Pre-authorization Completions** (page 36). 2. Enter the password (configurable; see page 25). 3. Enter the clerk ID – 123 in the example (configurable; see page 22).
PRESS OK FOR 1ST PRE-AUTH OR KEY PRE-AUTH REF #	4. Enter the existing pre-authorization reference number to be retrieved from the terminal memory (9876543 in the example).
VERIFY PRE-AUTH ENTER TO CONFIRM $65.00 4537123456789012	5. Confirm the previous total and card number ($65.00 and 4537123456789012 in the example). Press **[OK]**.
PRE-AUTH AMOUNT $10.00	6. Enter the transaction amount ($10.00 in the example). The amount will be added to the total previously stored. 7. The terminal communicates with the host and displays SENDING, RECEIVING and PROCESSING.
TRANS APPROVED 1234567 $75.00 REF# 9876543	8. The terminal displays the response (see page 38) and prints the receipt (see below).
PRINT NEXT COPY – OK?	9. Press **[OK]** after detaching the receipt. The terminal displays PRINTING while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

Consecutive Credit Pre-authorization



❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and brand
⓫ S for swiped cards, M for manually entered cards, for consecutive pre-authorizations and pre-auth completions when the card is not swiped
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

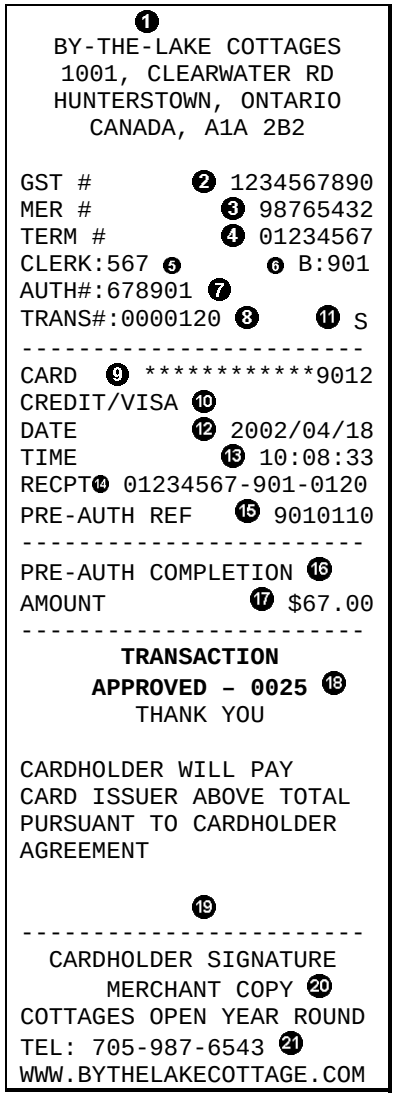
⓯ Pre-authorization reference number (batch and sequence number)
⓰ Transaction type
⓱ Shows the previous pre-authorized total stored in the terminal memory. It does not include the current amount being pre-authorized
⓲ Amount. Note that the tip line is not configured in this example
⓳ Approved message with host result code
⓴ The customer statement and signature line are printed on the merchant copy
㉑ Indicates whether the copy is for the merchant or the customer
㉒ Shows the footer message, if any
㉓ Sum of the previous lines: previous total and amount

Credit Pre-authorization Completion

SALE PRE-AUTH ▼PRE-AUTH COMP ▲	1. Use **[▼]** to highlight PRE-AUTH COMP, then press **[OK]**. See also **Credit Pre-authorizations and Pre-authorization Completions** (page 36). 2. Enter the password (configurable; see page 25). 3. Enter the clerk ID – 123 in the example (configurable; see page 22).
PRE-AUTH REF # 9876543	4. Enter the existing pre-authorization reference number to be retrieved from the terminal memory (9876543 in the example).
VERIFY PRE-AUTH# ENTER TO CONFIRM $65.00 4537123456789012	5. Confirm the previous total and card number ($65.00 and 4537123456789012 in the example). Press **[OK]**.
PRE-AUTH COMP AMOUNT $67.00	6. Enter the transaction final amount which includes the tip (67.00 in the example).
TRANS APPROVED 456789 $67.00 REF# 9876543	7. The terminal displays the response (see page 38) and prints the receipt (see below).
PRINT NEXT COPY – OK?	8. Press **[OK]** after detaching the receipt. The terminal displays PRINTING while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

When a pre-authorization completion is performed, the terminal erases the corresponding pre-authorization record from the pre-authorization memory storage and creates a new record for a completed transaction in the transaction memory storage.

Pre-authorization Completion



❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and brand
⓫ S for swiped cards, M for manually entered cards, for consecutive pre-authorizations and pre-auth completions when the card is not swiped
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

⓯ Pre-auth reference number (batch and sequence number)
⓰ For a pre-authorization completion, `PRE-AUTH COMPLETION` is printed as the transaction type
⓱ These amounts are shown:
- Total amount including tip

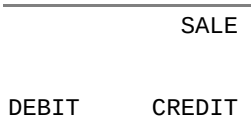
⓲ Approved message with host result code
⓳ The customer statement and signature line are printed on the merchant copy
⓴ Indicates whether the copy is for the merchant or the customer
㉑ Shows the footer message, if any

Debit Transactions

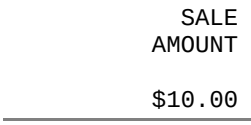
Debit Sale

Debit Sale Without Tip or Cashback

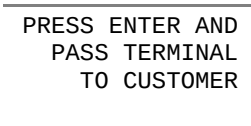
1. At the idle screen, swipe the debit card or press **[OK]** to select SALE.
2. Enter the password (configurable; see page 25).
3. Enter the clerk ID – 123 in the example (configurable; see page 22).



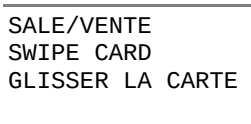
4. This screen appears if both card types are configured (see page 23) and if you did not swipe the card at step 1. Select **[DEBIT]**.



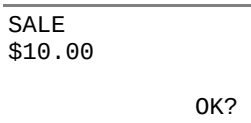
5. Enter the sale amount ($10.00 in the example).



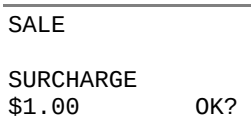
6. Press **[OK]** and pass the terminal to the customer.



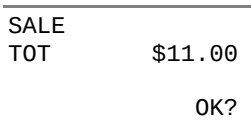
7. If this was not done before, the customer swipes the card (see page 37).



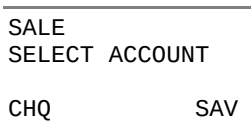
8. The customer presses **[OK]** to confirm the transaction amount.



9. The customer presses **[OK]** to accept the surcharge amount ($1.00 in the example). If the customer does not accept the surcharge, the transaction needs to be cancelled. This screen is displayed if surcharge is configured (see page 23).

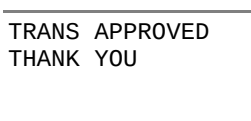


10. The customer presses **[OK]** to accept the total amount including surcharge ($11.00 in the example).

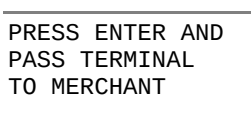


11. The customer selects **[CHQ]** to pay from their chequing account or **[SAV/EP]** to pay from their savings account.

12. The customer enters their PIN. Asterisks are echoed.
13. The terminal communicates with the host and displays SENDING, RECEIVING and PROCESSING.



14. The customer approved message is displayed.



15. The customer presses **[OK]** and passes the terminal back to you.

```
TRANS APPROVED
       1234567
        $11.00
```

16. The terminal displays the response (see page 38) and prints the receipt (see below).

```
          PRINT
NEXT COPY – OK?
```

17. Press **[OK]** after detaching the receipt.
    The terminal displays `PRINTING` while it prints the next copies.
    Detach them and press **[OK]**.
    The terminal returns to the idle screen.

Debit Sale Without Tip or Cashback

```
        ❶
   BY-THE-LAKE COTTAGES
    1001, CLEARWATER RD
   HUNTERSTOWN, ONTARIO
      CANADA, A1A 2B2

GST #        ❷ 1234567890
MER #          ❸ 98765432
TERM #         ❹ 01234567
CLERK:567 ❺       ❻ B:901
AUTH#:678901 ❼
TRANS#:1000120 ❽     ⓫ S
------------------------
CARD  ❾ ************9012
DEBIT/CHEQUING ❿
DATE         ⓬ 2002/04/18
TIME           ⓭ 10:08:33
RECPT⓮ 01234567-901-0120
REFERENCE    ⓴ 0019010120
------------------------
PURCHASE ⓯              ⓰
AMOUNT              $10.00
SURCHARGE            $1.00
TOTAL               $11.00
------------------------
       TRANSACTION
   01 – APPROVED – 025 ⓱
     MERCHANT COPY㉑
COTTAGES OPEN YEAR ROUND
TEL: 705-987-6543 ⓳
WWW.BYTHELAKECOTTAGE.COM
```

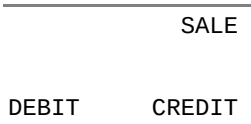
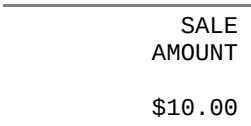
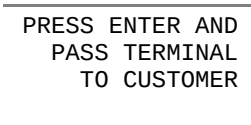
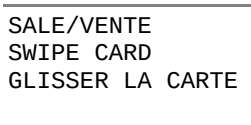
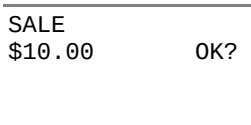
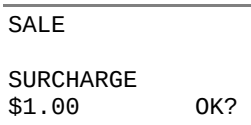
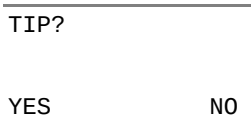
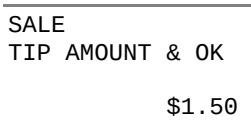
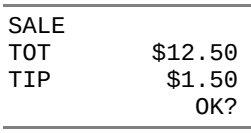
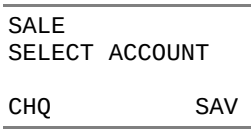
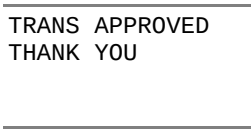
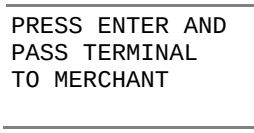
❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and debit account type
⓫ S for swiped debit cards
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- S for swiped debit cards
- Terminal ID
- Batch number
- Transaction sequence number

⓯ Transaction type
⓰ These amounts are shown:
- Transaction amount before surcharge
- Surcharge amount
- Total amount including surcharge

⓱ Approved message with ISO and host response codes
⓳ Shows the footer message, if any
⓴ The reference number contains:
- Shift number
- Batch number
- Transaction sequence number

㉑ Indicates whether the copy is for the merchant or the customer

Debit Sale With Tip

	1. At the idle screen, swipe the debit card or press **[OK]** to select SALE. 2. Enter the password (configurable; see page 25). 3. Enter the clerk ID – 123 in the example (configurable; see page 22).
	4. This screen appears if both card types are configured (see page 23) and if you did not swipe the card at step 1. Select **[DEBIT]**.
	5. Enter the sale amount ($10.00 in the example).
	6. Press **[OK]** and pass the terminal to the customer.
	7. If this was not done before, the customer swipes the card (see page 37).
	8. The customer presses **[OK]** to confirm the transaction amount.
	9. The customer presses **[OK]** to accept the surcharge amount ($1.00 in the example). If the customer does not accept the surcharge, the transaction needs to be cancelled. This screen is displayed if surcharge is configured (see page 23).
	10. The customer selects **[YES]** if they want to give a tip (next step: 11) or **[NO]** otherwise (next step: 13).
	11. The customer enters the tip amount ($1.50 in the example).
	12. The customer presses **[OK]** to accept the total and the tip amount ($12.50 in the example).
	13. The customer selects **[CHQ]** to pay from their chequing account or **[SAV/EP]** to pay from their savings account.
	14. The customer enters their PIN. Asterisks are echoed. 15. The terminal communicates with the host and displays SENDING, RECEIVING and PROCESSING.
	16. The customer approved message is displayed.
	17. The customer presses **[OK]** and passes the terminal back to you.

```
TRANS APPROVED
      1234567
       $12.50
```

18. The terminal displays the response (see page 38) and prints the receipt (see above).

```
          PRINT
NEXT COPY – OK?
```

19. Press **[OK]** after detaching the receipt.
    The terminal displays `PRINTING` while it prints the next copies.
    Detach them and press **[OK]**.
    The terminal returns to the idle screen.

Debit Sale With Tip

```
          ❶
   BY-THE-LAKE COTTAGES
    1001, CLEARWATER RD
   HUNTERSTOWN, ONTARIO
      CANADA, A1A 2B2

GST #        ❷ 1234567890
MER #          ❸ 98765432
TERM #         ❹ 01234567
CLERK:567 ❺       ❻ B:901
AUTH#:678901 ❼
TRANS#:1000120 ❽     ⓫ S
------------------------
CARD  ❾ ************9012
DEBIT/CHEQUING ❿
DATE         ⓬ 2002/04/18
TIME           ⓭ 10:08:33
RECPT⓮ 01234567-901-0120
REFERENCE    ⓴ 0019010120
------------------------
PURCHASE ⓯              ⓰
AMOUNT              $10.00
TIP                  $1.50
SURCHARGE            $1.00
TOTAL               $12.50
------------------------
       TRANSACTION
   01 – APPROVED – 025 ⓱
COTTAGES OPEN YEAR ROUND
TEL: 705-987-6543 ⓳
WWW.BYTHELAKECOTTAGE.COM
```

❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and debit account type
⓫ S for swiped debit cards
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

⓯ Transaction type
⓰ These amounts are shown:
- Transaction amount before tip and surcharge
- Tip amount
- Surcharge amount
- Total amount including tip and surcharge

⓱ Approved message with ISO and host response codes
⓳ Shows the footer message, if any
⓴ The reference number contains:
- Shift number
- Batch number
- Transaction sequence number

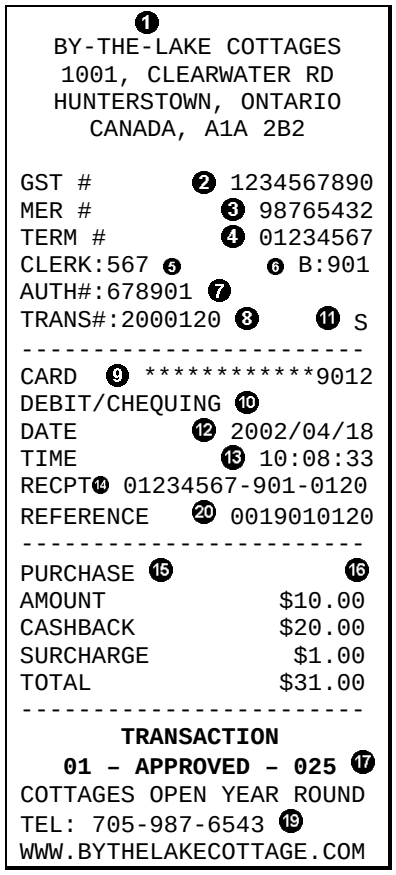
Debit Sale With Cashback

To perform a cashback-only transaction, enter only the cashback amount leaving a zero sale amount.

SALE PRE-AUTH ▼PRE-AUTH COMP ▲	1. At the idle screen, swipe the debit card or press **[OK]** to select SALE. 2. Enter the password (configurable; see page 25). 3. Enter the clerk ID – 123 in the example (configurable; see page 22).
SALE DEBIT CREDIT	4. This screen appears if both card types are configured (see page 23) and if you did not swipe the card at step 1. Select **[DEBIT]**.
SALE AMOUNT $10.00	5. Enter the sale amount ($10.00 in the example). If you want to perform a cashback-only transaction, press **[OK]** without entering a transaction amount.
CASHBACK AMOUNT $20.00	6. Enter the cashback amount ($20.00 in the example). If there is no cashback, press **[OK]** without entering an amount.
PRESS ENTER AND PASS TERMINAL TO CUSTOMER	7. Press **[OK]** and pass the terminal to the customer.
SALE/VENTE SWIPE CARD GLISSER LA CARTE	8. If this was not done before, the customer swipes the card (see page 37).
SALE $10.00 OK?	9. The customer presses **[OK]** to confirm the transaction amount.
SALE CASHBACK $20.00 OK?	10. The customer presses **[OK]** to confirm the cashback amount ($20.00 in the example).
SALE SURCHARGE $1.00 OK?	11. The customer presses **[OK]** to accept the surcharge amount ($1.00 in the example). If the customer does not accept the surcharge, the transaction needs to be cancelled. This screen is displayed if surcharge is configured (see page 23).
SALE TOT $31.00 OK?	12. The customer presses **[OK]** to confirm the total amount including cashback and surcharge ($31.00 in the example).
SALE SELECT ACCOUNT CHQ SAV	13. The customer selects **[CHQ]** to pay from their chequing account or **[SAV/EP]** to pay from their savings account.
SALE ENTER PIN & OK ****	14. The customer enters their PIN. Asterisks are echoed. 15. The terminal communicates with the host and displays SENDING, RECEIVING and PROCESSING.
TRANS APPROVED THANK YOU	16. The customer approved message is displayed.

PRESS ENTER AND PASS TERMINAL TO MERCHANT	17. The customer presses **[OK]** and passes the terminal back to you.
TRANS APPROVED 1234567 $31.00	18. The terminal displays the response (see page 38) and prints the receipt (see below).
PRINT NEXT COPY – OK?	19. Press **[OK]** after detaching the receipt. The terminal displays PRINTING while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

Debit Sale With Cashback



❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and debit account type
⓫ S for swiped debit cards
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

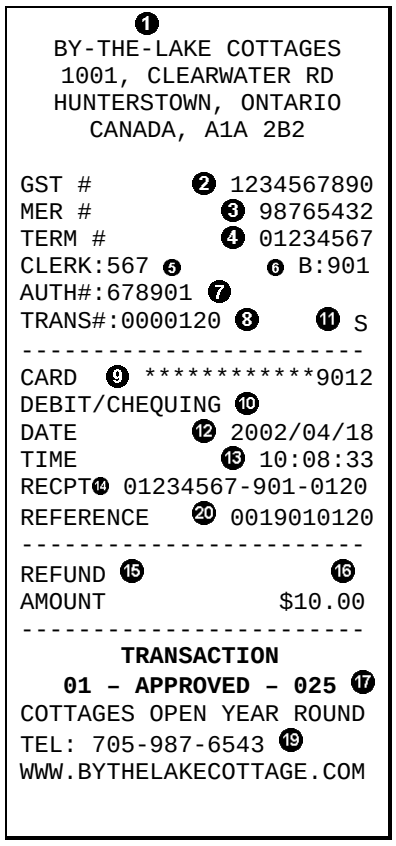
⓯ Transaction type
⓰ These amounts are shown:
- Transaction amount before cashback and surcharge
- Cashback amount
- Surcharge amount
- Total amount including cashback and surcharge

⓱ Approved message with ISO and host response codes
⓳ Shows the footer message, if any
⓴ The reference number contains:
- Shift number
- Batch number
- Transaction sequence number

Debit Refund

SALE PRE-AUTH ▼PRE-AUTH COMP ▲	1. Use **[▼]** to highlight REFUND and press **[OK]**. See also **Refunds and Voids** (page 35).
MANAGER PASSWORD ********	2. Enter the password (configurable; see page 25). 3. Enter the clerk ID – 123 in the example (configurable; see page 22).
REFUND DEBIT CREDIT	4. This screen appears if both card types are configured (see page 23). Select **[DEBIT]**.
REFUND AMOUNT $10.00	5. Enter the transaction amount ($10.00 in the example).
PRESS ENTER AND PASS TERMINAL TO CUSTOMER	6. Press **[OK]** and pass the terminal to the customer.
REFUND/REMBOURS SWIPE CARD GLISSER LA CARTE	7. The customer swipes the card (see page 37).
REFUND $10.00 OK?	8. The customer presses **[OK]** to confirm the transaction amount.
REFUND SELECT ACCOUNT CHQ SAV	9. The customer selects **[CHQ]** to pay from their chequing account or **[SAV/EP]** to pay from their savings account.
REFUND ENTER PIN & OK ****	10. The customer enters their PIN. Asterisks are echoed. 11. The terminal communicates with the host and displays SENDING, RECEIVING and PROCESSING.
TRANS APPROVED THANK YOU	12. The customer approved message is displayed.
PRESS ENTER AND PASS TERMINAL TO MERCHANT	13. The customer presses **[OK]** and passes the terminal back to you.
TRANS APPROVED 1234567 $10.00	14. The terminal displays the response (see page 38) and prints the receipt (see below).
PRINT NEXT COPY – OK?	15. Press **[OK]** after detaching the receipt. The terminal displays PRINTING while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

Debit Refund



❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and debit account type
⓫ S for swiped debit cards
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

⓯ Transaction type
⓰ These amounts are shown:
- Transaction amount

⓱ Approved message with ISO and host response codes
⓳ Shows the footer message, if any
⓴ The reference number contains:
- Shift number
- Batch number
- Transaction sequence number

Debit Sale Void

SALE PRE-AUTH ▼PRE-AUTH COMP ♟	1. Use **[▼]** to highlight SALE VOID and press **[OK]**. See also **Refunds and Voids** (page 35).
MANAGER PASSWORD ********	2. Enter the password (configurable; see page 25). 3. Enter the clerk ID – 123 in the example (configurable; see page 22).
SALE VOID DEBIT CREDIT	4. This screen appears if both card types are configured (see page 23). Select **[DEBIT]**.
SALE VOID ORIGINAL TRAN # 4567	5. Enter the transaction number printed on the receipt of the original transaction being voided (4567 in the example).
VERIFY VOID# ENTER TO CONFIRM $10.00 1234567890123456	6. Press **[CORR]** after verifying the original transaction data displayed: Last four digits of the account number (0015 in the example); Transaction date (18th of April in the example); Transaction time (09:09 in the example); Transaction amount ($10.00 in the example). Press **[SKIP]** if this is not the desired transaction.
PRESS ENTER AND PASS TERMINAL TO CUSTOMER	7. Press **[OK]** and pass the terminal to the customer.
SALE VD/AN ACHAT SWIPE CARD GLISSER LA CARTE	8. The customer swipes the card (see page 37).
SALE VOID $10.00 OK?	9. The customer presses **[OK]** to confirm the transaction amount.
SALE VOID SELECT ACCOUNT CHQ SAV	10. The customer selects **[CHQ]** to pay from their chequing account or **[SAV/EP]** to pay from their savings account.
SALE VOID ENTER PIN & OK ****	11. The customer enters their PIN. Asterisks are echoed. 12. The terminal communicates with the host and displays SENDING, RECEIVING and PROCESSING.
TRANS APPROVED THANK YOU	13. The customer approved message is displayed.
PRESS ENTER AND PASS TERMINAL TO MERCHANT	14. The customer presses **[OK]** and passes the terminal back to you.
TRANS APPROVED 1234567 $10.00	15. The terminal displays the response (see page 38) and prints the receipt (see below).

```
          PRINT
NEXT COPY – OK?
```

16. Press **[OK]** after detaching the receipt.
    The terminal displays `PRINTING` while it prints the next copies.
    Detach them and press **[OK]**.
    The terminal returns to the idle screen.

Debit Sale Void

```
        ❶
   BY-THE-LAKE COTTAGES
    1001, CLEARWATER RD
   HUNTERSTOWN, ONTARIO
      CANADA, A1A 2B2

GST #        ❷ 1234567890
MER #          ❸ 98765432
TERM #         ❹ 01234567
CLERK:567 ❺       ❻ B:901
AUTH#:678901 ❼
TRANS#:0000120 ❽     ⓫ S
------------------------
CARD  ❾ ************9012
DEBIT/CHEQUING ❿
DATE         ⓬ 2002/04/18
TIME           ⓭ 10:08:33
RECPT⓮ 01234567-901-0120
REFERENCE    ⓴ 0019010120
------------------------
PURCHASE CORRECTION ⓯ ⓰
AMOUNT             $10.00
------------------------
       TRANSACTION
  01 – APPROVED – 025 ⓱
COTTAGES OPEN YEAR ROUND
TEL: 705-987-6543 ⓳
WWW.BYTHELAKECOTTAGE.COM
```

❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and debit account type
⓫ S for swiped debit cards
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

⓯ Transaction type
⓰ Amount
⓱ Approved message with ISO and host response codes
⓳ Shows the footer message, if any
⓴ The reference number contains:
- Shift number
- Batch number
- Transaction sequence number

Debit Refund Void

SALE PRE-AUTH ▼PRE-AUTH COMP ♟	1. Use **[▼]** to highlight `REFUND VOID` and press **[OK]**. See also **Refunds and Voids** (page 35).
MANAGER PASSWORD ********	2. Enter the password (configurable; see page 25). 3. Enter the clerk ID – `123` in the example (configurable; see page 22).
REFUND VOID DEBIT CREDIT	4. This screen appears if both card types are configured (see page 23). Select **[DEBIT]**.
REFUND VOID ORIGINAL TRAN # 4567	5. Enter the transaction number printed on the receipt of the original transaction being voided (`4567` in the example).
VERIFY VOID# ENTER TO CONFIRM $10.00 1234567890123456	6. Press **[CORR]** after verifying the original transaction data displayed: Last four digits of the account number (`0015` in the example); Transaction date (18th of April in the example); Transaction time (`09:09` in the example); Transaction amount (`$10.00` in the example). Press **[SKIP]** if this is not the desired transaction.
PRESS ENTER AND PASS TERMINAL TO CUSTOMER	7. Press **[OK]** and pass the terminal to the customer.
REF VOID/AN REMB SWIPE CARD GLISSER LA CARTE	8. The customer swipes the card (see page 37).
REFUND VOID $10.00 OK?	9. The customer presses **[OK]** to confirm the transaction amount.
REFUND VOID SELECT ACCOUNT CHQ SAV	10. The customer selects **[CHQ]** to pay from their chequing account or **[SAV/EP]** to pay from their savings account.
REFUND VOID ENTER PIN & OK ****	11. The customer enters their PIN. Asterisks are echoed. 12. The terminal communicates with the host and displays `SENDING`, `RECEIVING` and `PROCESSING`.
TRANS APPROVED THANK YOU	13. The customer approved message is displayed.
PRESS ENTER AND PASS TERMINAL TO MERCHANT	14. The customer presses **[OK]** and passes the terminal back to you.
TRANS APPROVED 1234567 $10.00	15. The terminal displays the response (see page 38) and prints the receipt (see below).

```
          PRINT
NEXT COPY – OK?
```

16. Press **[OK]** after detaching the receipt.
    The terminal displays `PRINTING` while it prints the next copies.
    Detach them and press **[OK]**.
    The terminal returns to the idle screen.

Debit Refund Void

```
        ❶
   BY-THE-LAKE COTTAGES
    1001, CLEARWATER RD
   HUNTERSTOWN, ONTARIO
      CANADA, A1A 2B2

GST #        ❷ 1234567890
MER #          ❸ 98765432
TERM #         ❹ 01234567
CLERK:567 ❺       ❻ B:901
AUTH#:678901 ❼
TRANS#:1000120 ❽     ⓫ S
------------------------
CARD  ❾ ************9012
DEBIT/CHEQUING ❿
DATE         ⓬ 2002/04/18
TIME           ⓭ 10:08:33
RECPT⓮ 01234567-901-0120
REFERENCE    ⓴ 0019010120
------------------------
REFUND CORRECTION ⓯    ⓰
AMOUNT             $10.00
------------------------
       TRANSACTION
  01 – APPROVED – 025 ⓱
COTTAGES OPEN YEAR ROUND
TEL: 705-987-6543 ⓳
WWW.BYTHELAKECOTTAGE.COM
```

❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and debit account type
⓫ S for swiped debit cards
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

⓯ Transaction type
⓰ Amount
⓱ Approved message with ISO and host response codes
⓳ Shows the footer message, if any
⓴ The reference number contains:
- Shift number
- Batch number
- Transaction sequence number

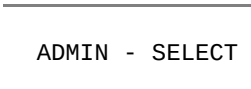
Business Functions

Transaction Inquiry

The terminal has a transaction memory storage that keeps approved financial transactions except for uncompleted pre-authorizations (see page 24 for more). Those transactions can be listed using two options:

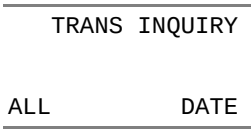
- All transactions in the transaction storage
- Transactions for a specific date

1. At the idle screen, press **[ADMIN]**.

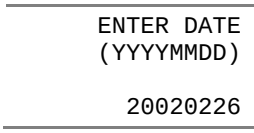


2. Select **[REPORTS]**.

3. Use **[▼]** to highlight `TRANS INQUIRY` (transaction inquiry), then press **[OK]**.
4. Enter the password (configurable; see page 25).



5. Select **[ALL]** to print all the transactions stored – up to 500 (next step: 7). Select **[DATE]** to print transactions for a specific date (next step 6).



6. Enter the date of the transactions to be printed (`20020226` in the example).
7. The terminal displays `PRINTING` while printing the report (see below). After printing is done, press **[CAN/ANN]** to return to the idle screen.

> Beware of the time and paper it may take to print all the transactions (up to 500).

Transaction Inquiry

The transactions are printed in the order they were performed. They come from the terminal memory (see also **Incomplete Pre-authorization Inquiry**, page 77).

```
   STORED TRANSACTIONS
          LIST
------------------------
         ❶
  BY-THE-LAKE COTTAGES
   1001, CLEARWATER RD
  HUNTERSTOWN, ONTARIO
     CANADA, A1A 2B2

TERM            ❷ ABCD1234
BATCH 001⓮    ❸ 02/02/26

SALE❹         ❺CHQ
************3678❽
010❻0010001❼
0225❾10:35⓬
$35.55❿    ⓫0200123

REFUND❹       ❺CRD
************0987❽
010❻A09032 ❼
0225❾10:43⓬
$44.67❿    ⓫0200124

SALE❹     ❺CRD
************8765❽
012❻A89458 ❼
0225❾10:48⓬
$22.89❿    ⓫0200125

------------------------
      END OF REPORT
   ⓭ 2002/02/25 11:32
------------------------
```

❶ Merchant name and address
❷ Terminal ID
❸ For the “all” selection, this is the current date. For the “by date” selection, this is the date entered at the terminal (YY/MM/DD)
❹ Transaction type:
- `SALE`
- `SALE VOID`
- `REFUND`
- `REF VOID` (refund void)
- `FRCD PST` (forced post)
- `P-A CMPL` (pre-authorization completion)

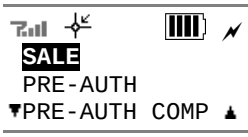
❺ Account type:
- `CRD` (credit card)
- `CHQ` (debit card, chequing account)
- `SAV` (debit card, savings account)

❻ Clerk ID if entered during the transaction
❼ Transaction authorization number
❽ Card number (masked with asterisks for security reasons)
❾ Transaction date (MMDD)
❿ Transaction amount
⓫ Batch number (first 3 digits) followed by the transaction sequence number (last 4 digits)
⓬ Transaction time (HH:MM)
⓭ Date and time the report was printed (YYYY/MM/DD HH:MM)
⓮ Batch number

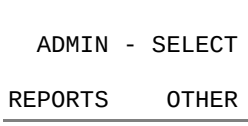
Incomplete Pre-authorization Inquiry

The terminal has a pre-authorization memory storage that keeps approved incomplete pre-authorizations (see page 24). These transactions can be listed using two options:

- All pre-authorizations in the pre-authorization storage
- Pre-authorizations for a specific date

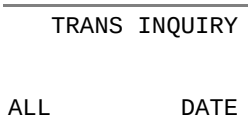


1. At the idle screen, press **[ADMIN]**.

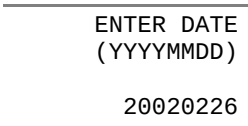


2. Select **[REPORTS]**.

3. Use **[▼]** to highlight `INCOMP PRE-AUT` (pre-authorization inquiry), then press **[OK]**.
4. Enter the password (configurable; see page 25).



5. Select **[ALL]** to print all the pre-authorizations stored – up to 400 (next step: 7). Select **[DATE]** to print pre-authorizations for a specific date (next step 6).



6. Enter the date of the pre-authorizations to be printed (`20020226` in the example).
7. The terminal displays `PRINTING` while printing the report (see below). After printing is done, press **[CAN/ANN]** to return to the idle screen.

Beware of the time and paper it may take to print all the pre-authorizations (up to 400).

Incomplete Pre-authorization Inquiry

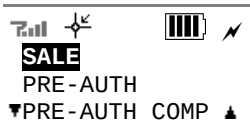
The pre-authorizations are printed in the order they were performed. They come from the terminal memory (see also **Transaction Inquiry**, page 75).

```
   INCOMPLETE PRE-AUTHS
------------------------
         ❶
   BY-THE-LAKE COTTAGES
    1001, CLEARWATER RD
   HUNTERSTOWN, ONTARIO
      CANADA, A1A 2B2

TERM           ❷ ABCD1234
02/02/26 ❸

************0987
010❺A09032❻
0201001❼ 0225❽ 10:43⓫
$44.67❾ 0200001❿

************8765
012❺A89478❻
0201002❼ 0225❽ 10:48⓫
$22.89❾ 0200002❿

************3489❹
013❺A45638❻
0201003❼ 0225❽ 10:56⓫
$32.77❾ 0200003❿

------------------------
      END OF REPORT
   ⓬ 2002/02/25 11:32
------------------------
```

❶ Merchant name and address
❷ Terminal ID
❸ For the “all” selection, this is the current date. For the “by date” selection, this is the date entered at the terminal (YY/MM/DD)
❹ Card number (masked with asterisks for security reasons)
❺ Clerk ID if entered during the transaction
❻ Authorization number
❼ Pre-authorization reference number, composed of batch and sequence number
❽ Pre-authorization date (MMDD)
❾ Pre-authorization amount
❿ Batch number (first 3 digits) followed by the sequence number (last 4 digits)
⓫ Pre-authorization time (HH:MM)
⓬ Date and time the report was printed (YYYY/MM/DD HH:MM)

Terminal Totals

This option gives printed totals for the current batch broken down by card type. The totals come from the terminal memory.



1. At the idle screen, press **[ADMIN]**.

2. Select **[REPORTS]**.

3. Use **[▼]** to highlight `TERM TOTALS` (terminal totals), then press **[OK]**.
4. Enter the password (configurable; see page 25).
5. The terminal displays `PRINTING` while printing the report (see below). After printing, press **[CAN/ANN]** to return to the idle screen.

Terminal Totals

```
     TERMINAL TOTALS
------------------------
          ❶
   BY-THE-LAKE COTTAGES
    1001, CLEARWATER RD
   HUNTERSTOWN, ONTARIO
      CANADA, A1A 2B2

TERM            ❷ ABCD1234

BATCH 020 ❸     ❹ 02/02/26

DEBIT
 100 SALE       ❺ $1000.00
   9 REFUND     ❼  -$90.00
   4 VOID       ❿   $40.00
 113 NET TOT    ⓫  $870.00

   1 TIP        ❻   $50.00
 100 SURCH      ❽  $100.00
   1 CASHBACK   ❾   $40.00

VISA
   4 SALE       ❺   $50.15
   1 REFUND     ❼  -$15.00
   3 VOID       ❿   -$4.85
   8 NET TOT    ⓫   $40.00

   1 TIP        ❻    $2.00

MASTER CARD
 100 SALE       ❺ $1000.00
   9 REFUND     ❼  -$90.00
   4 VOID       ❿   $40.00
 113 NET TOT    ⓫  $870.00

   1 TIP        ❻   $50.00

AMEX
 100 SALE       ❺ $1000.00
   9 REFUND     ❼  -$90.00
   4 VOID       ❿   $40.00
```

❶ Merchant name and address
❷ Terminal ID
❸ Batch number
❹ Current date (YY/MM/DD)
❺ Sale transaction count and amount
❻ Tip count and amount
❼ Refund transaction count and amount
❽ Surcharge count and amount
❾ Cashback count and amount
❿ Void transaction count and amount
⓫ Batch net total: sales plus refunds (always negative) minus voids (could be positive or negative amount)
⓬ Date and time the report was printed (YYYY/MM/DD HH:MM)

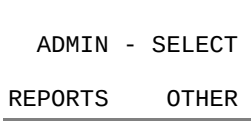
(50.15 + (-15.00) – (-4.85)) = 40.00

```
 113 NET TOT  ⓫  $870.00

   1 TIP      ❻   $50.00

DINERS CLUB
 100 SALE     ❺ $1000.00
   9 REFUND   ❼  -$90.00
   4 VOID     ❿   $40.00
 113 NET TOT  ⓫  $870.00

   1 TIP      ❻   $50.00

JCB
 100 SALE     ❺ $1000.00
   9 REFUND   ❼  -$90.00
   4 VOID     ❿   $40.00
 113 NET TOT  ⓫  $870.00

   1 TIP      ❻   $50.00

TOTAL
 504 SALE     ❺ $5050.15
  46 REFUND   ❼ -$465.00
   4 VOID     ❿  $195.14
 554 NET TOT  ⓫ $4389.86

   6 TIP      ❻  $252.00
 100 SURCH    ❽  $100.00
   1 CASHBACK ❾   $40.00

------------------------
      END OF REPORT
   ⓬ 2002/02/25 11:32
------------------------
```

Close Batch

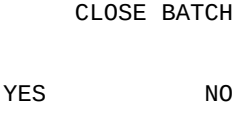
This option settles the current batch with the host usually at the end of a business day.

1. At the idle screen, press **[ADMIN]**.



2. Select **[REPORTS]**.

3. Use **[▼]** to highlight CLOSE BATCH, then press **[OK]**.
4. Enter the password (configurable; see page 25).



5. Select one of the following options:

   [YES] – to close the batch with the host. The terminal communicates with the host and displays SENDING, RECEIVING and PROCESSING.

   [NO] – not to close the batch (the close batch status report is printed either way).

6. The terminal prints the close batch status report (see below) whether or not the batch is closed. Press **[CAN/ANN]** after printing to return to the idle screen.

Closed Batch Status Report

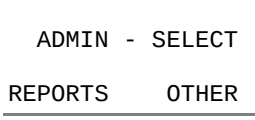
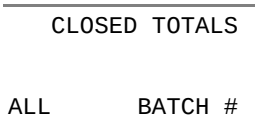
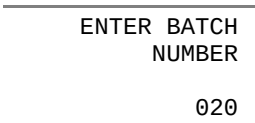
```
    CLOSE BATCH STATUS
------------------------
NET TOT       ❺    $2.00
SETTLD     ❹$2.00
BATCH 001❸CLOSED   ❶
BATCH 001❸NOT CLOSED ❷
------------------------
      END OF REPORT
   ⓬ 2002/02/25 11:32
------------------------
```

❶ This line printed if batch is successfully closed.
❷ This line printed if batch is not successfully closed.
❸ Batch number
❹ This line is returned from the Emergis host and is printed as received.
❺ This line contains the terminal totals.
⓬ Date and time the report was printed (YYYY/MM/DD HH:MM)

Closed Totals Inquiry

This report gives totals for closed batches stored in the terminal memory. You have two options:

- Print totals for all batches stored in the terminal memory
- Print totals for a single batch

	1. At the idle screen, press **[ADMIN]**.
	2. Select **[REPORTS]**.
	3. Use **[▼]** to highlight CLOSED TOTALS, then press **[OK]**. 4. Enter the password (configurable; see page 25).
	5. Select **[ALL]** to print the totals for all closed batches (next step: 7). Select **[BATCH #]** to print totals for a specific batch number (next step: 6).
	6. Enter the batch number that you want to print (020 in the example). 7. The terminal displays PRINTING while printing the report (see below). After printing, press **[CAN/ANN]** to return to the idle screen.

The terminal holds in memory the totals for the last five closed batches.

Closed Batch Terminal Totals

```
CLOSED BATCH TERM TOTALS
------------------------
          ❶
  BY-THE-LAKE COTTAGES
   1001, CLEARWATER RD
  HUNTERSTOWN, ONTARIO
     CANADA, A1A 2B2

TERM            ❷ ABCD1234

BATCH 020 ❸   ❹ 02/02/26
     NET TOT  ❺ $4490.47
     SETTLD ❼$4490.47
------------------------
      END OF REPORT
   ❻  2002/02/25 11:32
------------------------
```

❶ Merchant name and address
❷ Terminal ID
❸ Batch number of closed batch
❹ Date when batch was closed
The batches are printed in chronological order
❺ Net total of closed batch – The “net total” total is “sale” total minus “refund” total minus “void” total.
❻ Date and time the report was printed (YYYY/MM/DD HH:MM)
❼ Host text string for specified batch.

Host Totals Inquiry

This report prints the current batch totals from the host.

1. At the idle screen, press **[ADMIN]**.

2. Select **[REPORTS]**.

3. Use **[▼]** to highlight `HOST TOTALS`, then press **[OK]**.
4. Enter the password (configurable; see page 25).
5. The terminal communicates with the host and displays `SENDING`, `RECEIVING` and `PROCESSING`.
6. The terminal displays `PRINTING` while printing the report (see below). After printing, press **[CAN/ANN]** to return to the idle screen.

Host Totals Inquiry

```
  HOST OPEN BATCH TOTALS
------------------------
          ❶
   BY-THE-LAKE COTTAGES
    1001, CLEARWATER RD
   HUNTERSTOWN, ONTARIO
      CANADA, A1A 2B2

TERM            ❷ ABCD1234

BATCH 020 ❸     ❹ 02/02/26

DEBIT
 218  NET TOT ⓫ $4490.47
TOTALS NOT MATCHING

VISA
 218  NET TOT ⓫ $4490.47

MASTER CARD
 218  NET TOT ⓫ $4490.47

AMEX
 218  NET TOT ⓫ $4490.47

DINERS CLUB
 218  NET TOT ⓫ $4490.47

JCB
 218  NET TOT ⓫ $4490.47

TOTAL
 218  NET TOT ⓫ $4490.47

------------------------
      END OF REPORT
   ⓬ 2002/02/25 11:32
------------------------
```

❶ Merchant name and address
❷ Terminal ID
❸ Batch number
❹ Current date (YY/MM/DD)
⓫ Batch net total: sales minus refunds minus voids
⓬ Date and time the report was printed (YYYY/MM/DD HH:MM)

During a host totals inquiry, if any of the terminal totals do not match with the host, the report shows the message `TOTALS NOT MATCHING` after the corresponding total line.

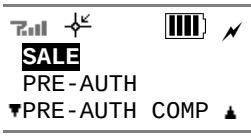
Please note that a pre-authorization must be completed (by a pre-authorization completion) before its amount is added to the host totals.

Reprint Last Receipt or Report

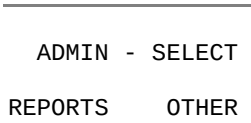
The reprint functionality is used:

- When a receipt or report is not printed correctly during the first attempt (printer short of paper, jammed, etc.)
- If you need an additional copy for any other reason

A reprinted receipt or report contains the message ***DUPLICATE***. Other than this warning line, the reprint is the same as the original. Declined transactions can also be reprinted.



1. At the idle screen, press **[ADMIN]**.



2. Press **[2]**.
3. The terminal displays PRINTING, prints the receipt or report and returns to the idle screen.

Only receipts that have been printed can be reprinted:

- If the printer was turned off during the original transaction, you cannot reprint the receipt by turning the printer on and then attempting to perform a receipt reprint;
- If the printer was out of paper during the original transaction, then you can reprint it after you replace the paper roll.

Reports that do not make a host connection (local reports) cannot be reprinted. If you need an additional copy, just perform the report function again.

Issues and Solutions

Frequently Asked Questions

I forgot my password. What should I do?

Call the Help Desk to obtain a master password that will allow you to:

- Change your password back to one you know;
- Unlock your terminal in the case it locked itself after you attempted to enter the wrong password.

See page 9 for the Help Desk telephone number.

Which cards does the terminal accept?

The card types depend on what is specified at the host for each merchant. The terminal can be configured via host parameter download to accept all major brand credit cards and direct payment cards (that is, debit cards).

Who do I call if the totals reported by the host do not match the ones I have?

Call the Help Desk. See page 9 for the telephone number.

How Should I proceed if the host is down and I cannot get transactions approved?

If the host is down, debit transactions cannot be processed. Ask the customer to provide another payment method.

Perform credit transactions off-line, without using the terminal. Use the credit card manual slips you have stored. Get a voice authorization number from the credit card issuer. Take an imprint of the credit card number embossed on the credit card. Ask the customer to sign the manual slip.

When the host connection is re-established, enter the off-line transactions using the forced post transaction described on page 52. Additional information on forced posts can be found on page 35.

If a receipt was not printed correctly, do I need to perform the transaction again?

Do not perform the transaction again. If the approved transaction message was displayed, the host processed the transaction regardless of the receipt being printed or not.

If the problem is the paper roll, follow the replacement instructions (page 14) and perform a receipt reprint (page 84) after you set the printer working. The reprint must be done before you perform the next transaction or function.

However, if the printer was turned off during the original transaction, you cannot reprint the receipt even if you turn the printer on and perform a receipt reprint.

Terminal Error Messages

The following is an alphabetic list of the error messages generated by the terminal. Error messages sent by the host are not listed here.

Message	Possible Causes and Solutions
CANCELLED	This message is displayed when a transaction is cancelled or when the terminal times out (that is, if it stays too long at a customer prompt). When this message is displayed, press **[CAN/ANN]** to return to the idle screen. See **Cancelling a Transaction** (page 37).
CANNOT PROCESS PLEASE RETRY	This message may be caused by a host synchronization problem. In this case, just retrying the transaction is sufficient. If the problem persists, call the Help Desk (see page 9).
CARD MISMATCH	The card used during a debit refund or void does not match the original transaction stored in the terminal memory.
CASHBACK LIMIT EXCEEDED	You entered a cashback amount that exceeds the maximum configured (the cashback limit configuration is described on page 22).
CLOSE CURRENT BATCH	This message is displayed: • When you attempt to go into training mode but the current live or production batch is not closed; • When you attempt to come out from training mode but the current training batch is not closed.
COMMUNICATIONS ERROR (03)	This message is displayed when there is no host response or a bad host response is received. Call the Help Desk (see page 9).
COMMUNICATIONS ERROR (06)	This message is displayed when the keys in the pinpad do not match the keys setup on the host. Call the Help Desk (see page 9).
COMMUNICATIONS ERROR (09)	This message is displayed when the terminal is unable to connect to the host.
DEBIT ONLY NEED PRINTER	If your configuration is debit only. You need the printer to be turned on. See the printer configuration parameters in **Printer and Receipt Configuration** (page 28).
DIGITS DO NOT MATCH	The last four digits embossed on the credit card do not match those read from the magnetic stripe. Try re-entering the digits carefully. Check the card issuer specific instructions.
FAILED TO INIT CALL HELP DESK	The terminal did not finish the initialization successfully. Retry initializing it 2 or 3 times and check for incorrect settings in your communications parameters. See these Sections: • **Terminal Configuration List**, page 31 to print a configuration list; • **Parameter Configuration**, page 21 to change the configuration. If the problem persists, call the Help Desk (see page 9).
FAILED TO READ CARD	This message is displayed when the terminal cannot read the card magnetic stripe. Refer to the card swipe instructions on page 37 and to the following information: • *Debit cards* – if you receive the error message repeatedly after trying to swipe a debit card, ask the customer for another card or payment method. You may need to re-start the transaction if the alternate tender type is not debit; • *Credit cards* – if you receive the error message repeatedly after trying to swipe a credit card, perform the steps in **Manual Entry of Credit Cards** (page 37).

Message	Possible Causes and Solutions
FUNCTION NOT AVAILABLE	This message is displayed when the option you selected is not supported by your current configuration. Some of the possible reasons are: • If the terminal is not initialized with the host certain options are not available. Perform an initialization. See **Terminal Initialization** (page 23); • If the terminal is in training mode and you attempt to perform a function not allowed in training; • If the printer is not configured and you attempt to select an option requiring printing. See **Printer and Receipt Configuration** (page 28).
INACTIVE GSM	This message is displayed if the terminal encountered a problem in the GSM module. Call the Help Desk if the message persists (see page 9).
INVALID CARD	The card number is invalid. Some possible reasons are: • You swiped a debit card during a transaction that accepts only credit; • You entered a debit card number manually; • You made a mistake while typing in a credit card number. Try re-typing it; • The credit card – even though being a valid credit card – is not accepted by your business.
INVALID DATE	You typed in an invalid date. Valid dates follow these rules: • The date is in the format "YYYYMMDD"; • The year in the format "19XX" or "20XX"; • The month is from "01" to "12"; • The day is a valid day. Note that the terminal date and time are re-synchronized with the host clock every time a transaction is performed.
INVALID EXPIRY DATE	You typed in an invalid expiration date. The month (first 2 digits) must be from "01" to "12".
INVALID TIME	You typed in an invalid time. Valid times follow these rules: • The time is in the format "HHMM"; • The hour is from "00" to "23" (that is, a 24-hour clock format); • The minute is from "00" to "59". Note that the terminal date and time are re-synchronized with the host clock every time a transaction is performed.
LESS THAN MINIMUM AMOUNT	This message is displayed when the 'maximum amount to surcharge' value is less than the 'minimum amount to surcharge' value.
LOCKED CALL HELP DESK	The terminal automatically locked itself because the wrong password was entered too many times. To unlock it, you need to call the help desk (see page 9).
LOCKED ENTER MANAGER PASSWORD	The terminal is locked and the password must be entered to unlock it. See **Unlock Terminal** (page 26).
MAXIMUM AMOUNT EXCEEDED	The total transaction amount (that is, tip, cashback and surcharge included where applicable) exceeds the transaction limit or the limit of the transaction amount prompt. If needed, call the help desk (see page 9) to find out about the transaction limits applying to your case.
NO RESPONSE FROM HOST	The host response is not received in the specified time length. Retry the transaction or function 2 or 3 times. Call the Help Desk if needed (see page 9).
NO TOTALS FOUND	You typed in a batch number that does not match any of those stored in the terminal memory.

Message	Possible Causes and Solutions
NO TRANSACTION FOUND	This message is displayed: • When the terminal searches the transaction memory storage but there are no transactions matching the search criterion selected; • When the terminal searches the pre-authorization memory storage during a pre-authorization completion but there are no pre-authorizations matching the original pre-authorization number entered; • When the terminal searches the pre-authorization memory storage during a consecutive pre-authorization but there are no pre-authorizations matching the original pre-authorization number entered.
NOTHING TO CLOSE	You performed a batch close but the batch is empty. There are no transactions to close.
NOTHING TO PRINT	You performed a reprint but there is no receipt or report to be reprinted. See page 84 for additional details.
PIN TOO SHORT REENTER	During a debit transaction, the customer entered a PIN that is less than four digits long. The PIN must have from four to 12 digits.
PRE-AUTH MEMORY FULL	This is a warning message indicating the storage area for pre-authorizations is full. It does not prevent you from performing a pre-authorization. Performing a pre-authorization completion would release some memory space. See page 24 for an explanation on the memory storage.
SELECTION NOT VALID	Your configuration is debit only but you tried to select pre-authorization (a credit-only transaction) as the default transaction. For debit-only configurations, only sale can be default.
TAKE IMPRINT OF CREDIT CARD	The card number was typed in and an imprint of the embossed card number is needed, together with the customer's signature on the receipt.
TERMINAL INITIALIZATION REQUIRED	The terminal must be initialized with the host to receive new parameters: • If your terminal is new, you must perform the steps to configure a new terminal. See Set-up Steps(page 10); • If you already performed the terminal configuration, see **Terminal Initialization** (page 23).
WRONG PASSWORD PLEASE RE-ENTER	The wrong password was entered. Carefully re-type the password. See also the message LOCKED, CALL HELP DESK.
ZERO AMOUNT NOT ALLOWED	This message is displayed if the entered debit sale amount is zero and the clerk attempts to enter a zero cashback amount.

Index

A

Access point name....21
Adding the SIM card....*See* SIM card
Alphanumeric data entry....18
Application version number....19
Approved transaction
  Host response....38

B

Backlight....19, 27
Backup Port number....22
Backup Target IP....21
Batch close
  Close Batch Status report....81
  Totals not matching....85
Batch Close....*See* Close Batch
Batch total storage....24
Battery
  Replacing....15
Business functions....75

C

Cancelling transactions....37
Card reader
  Card swipe instructions....37
Care, terminal....13
Cashback....22
Change language....*See* Language
Clerk identification....22
Clock....*See* Date and time
Close Batch....**81**
  Closed batch total inquiry....82
  Host Open Batch Totals....83
Closed Batch Terminal Totals
  Report sample....82
Closed Totals....82
Completion....*See* Pre-authorization completion
Configuration
  Configuration functions....11
  New terminal....**11**
  Parameters....21
  Printer configuration....28
Context ID....21
Corrections to the manual....v
Credit and debit cards, configuration....23
Credit card
  Card entry....36
  Card swipe instructions....37
  Manual entry, take imprint warning....22
  Security check....22
Credit forced post....*See* Forced post
Credit pre-authorization....*See* Pre-authorization
Credit pre-authorization completion....*See* Pre-authorization completion
Credit sale void....*See* Sale void, credit
Customer message....*See* Footer message

D

Data entry and keys....18
  ADMIN....18
  Alphanumeric entry....18
  CAN/ANN....18, **37**
  CORR....18
  DOWN ARROW....18
  Function keys....18
  OK....18
  Special key sequences....*See* Special key sequences
  UP ARROW....18
Date and time
  Date....22, 30
  Time....22
Debit and credit cards, configuration....23
Debit card
  Accepted when printer turned on....28
  Card entry....36
  Card swipe instructions....37
Debit sale void....*See* Sale void, debit
Declined transaction
  Host response and scrolling....38
  Set credit declined transactions printing on or off....29
Default password....20
Default transaction....35
Default Transaction at idle screen....23
Download....*See* Initialization

E

Echo card number....*See* Security check
Employee....*See* Clerk
Error messages....86

F

Financial transactions 35
Footer message 28
Forced post
  Security check 22
  Set printing on or off 29
  System off-line 35
  Take imprint 22
  Transaction flow **52**
Forced Post, credit
  Receipt sample 53
Forgotten Password ..... *See* Password
French ..... *See* Language
Frequently asked questions 85
Function keys ..... *See* Data entry and keys
Functions
  Business 75
  Configuration 11
  Reporting ..... *See* Report

G

GST number 29

H

Hardware diagrams and components 12
Help desk information 9
Help list 19, 26, 33
  Report sample 33
Host communications 38
Host total inquiry 83
Host Totals Inquiry
  Report sample 83

I

Incomplete pre-authorization inquiry 77
  Report sample 78
Initialization 23
  Automatic 24
  Clear storage 24
  Retain current settings 24

K

Key exchange 24
Key sequences ..... *See* Special key sequences
Keyboard diagram 17
Keys ..... *See* Key exchange, *See* Data entry and keys

L

Language
  Change language 19, **27**
  Customer displays, receipts 28
  Merchant displays, reports, receipts 28
Last 4 digits ..... *See* Security check
Letters ..... *See* Data entry and keys
Lock terminal 26

M

Maintenance, terminal 13
Manager password ..... *See* Password
Maximum Amount to Surcharge 23
Merchant identification 24
Merchant message ..... *See* Footer message
Minimum Amount to Surcharge 23

N

New terminal 10
Number of copies ..... *See* Receipt

O

Off-line processing 85
Operating conditions, terminal 14

P

Paper
  Care when storing 15
  Paper roll replacement 14
  Specification 15
Parameter download ..... *See* Initialization
Parameters ..... See Configuration, parameters
Password 21
  Changing 20
  Default password control 25
  Forgotten password 85
  New terminal 20
  Security instructions 20
  Setting password control 25
Port number 21
Power-off time 22
Pre-auth
  Default Transaction at idle screen 23
Pre-authorization
  Erasing original pre-authorization 60
  Incomplete pre-authorization inquiry 77
  Receipt sample, consecutive pre-authorization 59
  Receipt sample, initial pre-authorization 55, 57

Security check....22
Set tip line on receipt....29
Take imprint....22
Transaction flow, consecutive pre-authorization....**58**
Transaction flow, initial pre-authorization....**54**, **56**
Using different methods....36
Pre-authorization completion
Incomplete pre-authorization inquiry....77
Receipt sample....61
Set printing on or off....29
Transaction flow....**60**
Using different methods....36
Pre-authorization storage....24
Printer configuration....See Configuration
Printer on/off....28
Printing pause
Set printing pause....29

R

Receipt
Number of copies....29
Print next copy....38
Printing pause....*See* Printing pause
Reprint last receipt....84
Set printing on or off....28, 29
Refund void, credit
Receipt sample....51
Set printing on or off....29
Transaction flow....**50**
Refund void, debit
Receipt sample....73
Transaction flow....**72**
Refund, credit....35
Receipt sample....47
Transaction flow....**46**
Refund, debit....35
Receipt sample....69
Transaction flow....**68**
Replacing the SIM card....*See* SIM card
Report
Business reports....75
Closed Batch Terminal Totals....82
Closed Batch Terminal Totals sample report....82
Help list....33
Host Open Batch Totals....83
Host Totals Inquiry sample report....83
Incomplete pre-authorization inquiry....77
Reprint last report....84
Terminal configuration list....31
Terminal Totals....79
Transaction inquiry....75
Reprint....19, 84, 85

S

Sale
Default Transaction at idle screen....23
Sale void, credit
Receipt sample....49
Set printing on or off....29
Transaction flow....**48**
Sale void, debit
Receipt sample....71
Transaction flow....**70**
Sale, credit
Receipt sample, with tip....43, 45
Receipt sample, without tip....41
Security check....22
Take imprint....22
Tip entry....22
Transaction flow, with tip....**42**, **44**
Transaction flow, without tip....**40**
Sale, debit
Cashback....22
Receipt sample, with cashback....67
Receipt sample, with tip....65
Receipt sample, without tip or cashback....63
Tip entry....22
Transaction flow, with cashback....**66**
Transaction flow, with tip....**64**
Transaction flow, without tip or cashback....**62**
Screen-addressable function keys....*See* Data entry and keys
Scrolling menus....18
Searching user manual topics....9
Security
Credit card, security check*See* Security check
Lock terminal....*See* Lock terminal
Password....*See* Password
Security check....22, 37
Security keys....*See* Key exchange
Service code....21
Settlement....*See* Close Batch
Set-up steps....10
SIM card
Adding the SIM card....16
Replacing the SIM card....16
Special key sequences
Backlight....19
Change language....19
Reprint....19
Staff....*See* Clerk
Storage area
Batch total storage....24
Clear storage....24
Pre-authorization storage....24
Transaction storage....24
Subscriber identification module....*See* SIM card
Suggestions to the manual....v
Supplies, terminal....13
Surcharge
Maximum Limit....23

Minimum Limit....23

T

Table of contents.... vii
Take imprint warning....22, 37
Target IP....21
Terminal configuration list....31
Terminal identification....24
Terminal Totals....79
Report sample....79
Thermal paper....*See* Paper
Time....*See* Date and time
Tip entry....22
Totals not matching....85
Training mode
Entering....38
Exiting....39
Features....39
Transaction inquiry....75
Report sample....76
Transaction storage....24
Transactions....35

U

Unbalancing totals....85
Unlock terminal....26
User manual corrections and suggestions.... v
User name....21

V

Version number, application....19
Void....*See* Sale/refund void
Void, credit....35
Void, debit....35

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Ingenico Generic Application for 7910 – Emergis Host – User Manual
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Date	Version	Description
April 2, 2007	0100	Initial draft
April 4, 2007	0101	Added QA comments

500	Financial transaction storage max.
400	Pre-auth storage max.